



## **CASE STUDY**

### **BUSINESS CASE: STRATEGIC EXECUTIVE SOLUTIONS SUBCONTRACTING TO OPTUS AND LOCKHEED MARTIN ESMC DELIVERING SIAM ITILV3 MANAGED SERVICE**

## **EXECUTIVE SUMMARY**

The ESMC and EUTS collaboration exemplifies the pivotal role of specialised subject matter expertise in optimising service integration, management, and delivery. This case study encapsulates SES's commitment to excellence, underscoring the organisation's proficiency in driving successful outcomes within multifaceted service landscapes. Through seamless collaboration and the amalgamation of diverse skill sets, this partnership signifies the transformative potential of specialised alliances in shaping the future of IT service management.

## **Background:**

In response to the evolving landscape of IT service management, SES forged a dynamic partnership as a subcontractor alongside Optus, a prominent telecommunications provider, and Lockheed Martin Enterprise Service Management Capability (ESMC), a global aerospace and defence leader. This collaboration was driven by the collective aspiration to enhance service integration and management for a high-profile project, optimising service quality, responsiveness, and operational efficiency.

## **Origins:**

The collaboration found its roots when Optus and Lockheed Martin ESMC, undertaking a critical project with the Australian Taxation Office (ATO), recognised the need for specialised SIAM expertise. Acknowledging SES's track record of excellence in ITILv3 practices, SIAM methodologies, and Caulder Moir approaches, Optus, and Lockheed Martin ESMC reached out to SES to contribute its valuable subject matter expertise.

## **Requirement:**

The project's foundation lay in the demand to elevate service management within a complex and multifaceted ecosystem. The challenges at hand encompassed orchestrating seamless service integration, aligning with ITILv3 best practices, and effectively managing multiple vendors, all while maintaining the highest levels of service quality, issue resolution, and stakeholder satisfaction.



## Approach:

SES's pivotal role as a subcontractor in this strategic alliance unfolded through a meticulously crafted approach:

**SIAM Expertise:** SES brought its profound understanding of Service Integration and Management to the table, facilitating harmonious coordination and collaboration among a multitude of vendors. This ensured that services were delivered seamlessly, promoting a holistic view of the service landscape.

**Implementing ITIL Principles:** By harnessing the core principles of ITILv3, SES strategically crafted a meticulously structured and standardised framework for managing services. This comprehensive approach involved streamlining and optimising various facets of service delivery, encompassing crucial areas like incident management, problem resolution, and change management. These collective efforts significantly contributed to the overall triumph of the project.

To realise these objectives, the process demanded continuous and robust collaboration with a multitude of vendors. This collaboration was not confined to a single level but rather spanned a wide spectrum of hierarchies within the vendor ecosystem. The engagement ranged from actively working with process managers who oversaw the day-to-day operations to establishing a dialogue with the executive leadership responsible for overarching strategic decisions.

This multi-tiered collaboration was essential to ensure the seamless integration and execution of the new service management framework. Regular interaction and exchange of insights between SES and its vendors helped in aligning expectations, refining processes, and addressing potential roadblocks. This collaborative approach not only facilitated the successful implementation of the ITIL principles but also fostered a culture of shared responsibility and achievement across the project landscape.

**Caulder Moir Methodology:** SES's subject matter experts in the Caulder Moir methodology infused the project with insights to refine service quality, issue resolution strategies, and overall service delivery. This dynamic approach empowered proactive decision-making, ensuring services aligned with client objectives.

## Results:

The concerted efforts of SES, in collaboration with Optus and Lockheed Martin ESMC, yielded exceptional outcomes:

**Efficient Service Integration:** The SIAM ITILv3 Managed Service established an environment where disparate services from multiple vendors converged seamlessly. This harmonious integration resulted in streamlined operations and unhindered collaboration.



Elevated Service Quality: SES's implementation of ITILv3 practices and integration of Caulder Moir methodology translated into a discernible improvement in service quality. Service downtime was reduced, and issue resolution became more efficient, contributing to enhanced client satisfaction.

**Operational Agility:** The project's overarching success underscored the profound impact of the collaborative approach on operations. Service management became more agile and responsive, thereby enriching the overall customer experience.

### **Benefits and outcomes:**

The combined efforts of the team of partners saw ESMC translated into tangible benefits for all stakeholders:

**Optimised Service Delivery:** The SIAM ITILv3 Managed Service orchestrated by SES led to a heightened level of service quality, meeting, and surpassing client expectations. Service excellence became a hallmark of the project.

**Streamlined Issue Resolution:** SES's strategic contributions expedited issue identification and resolution. The result was a streamlined incident management process, minimising service disruptions and enhancing operational continuity.

**Collaborative Excellence:** The collaboration between SES and Optus whilst working with HP, IBM, NEC, and Lockheed Martin encapsulated the essence of partnership-driven success. Together, we showcased how collective expertise could drive comprehensive solutions within intricate service ecosystems.