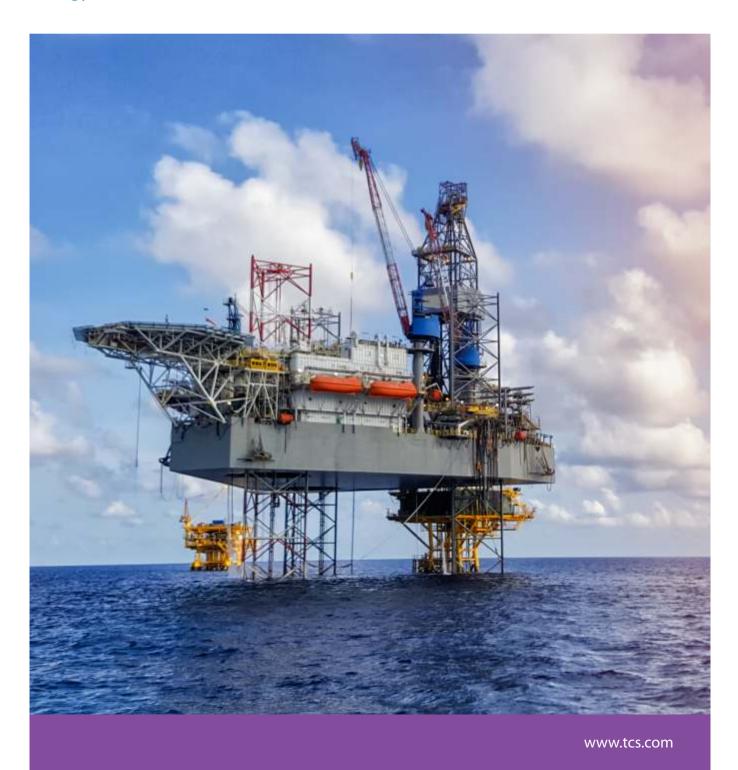# Service Integration and Management Framework for Oil and Gas

Energy and Resources

Companies involved in the exploration and production (E&P) of oil and gas (O&G) today operate in a volatile business environment driven by sharp swings in commodities' prices. Navigating this demanding landscape calls for heightened operational efficiency through streamlining of upstream processes, orchestrated around robust information technology (IT) solutions. Most E&P organizations have outsourced the running of their applications and infrastructure to multiple vendors, complicating their IT setups and hiking up total cost of ownership (TCO). It is imperative for energy firms to consider adopting a robust framework to effectively manage IT service providers, and synergize their individual contributions.

TCS' Service Integration and Management (SIAM) approach helps O&G enterprises optimize their IT operations by establishing best practices across service management, vendor management, transformation management, and risk and compliance management. Through our value-driven model for service operations, we foster a collaborative environment within the IT ecosystem to drive higher operational efficiency, and strengthen governance.

Overview

Most O&G enterprises have adopted a multilayer organizational structure, operating a large number of business units globally. This has meant a continuous increase in the complexity of the underlying IT functions. The problem is aggravated during mergers and acquisitions (M&A), which necessitate reconciling of disparate IT landscapes. Consequently, the typical IT setup at an O&G entity entails multiple uncoordinated vendors, resulting in suboptimal user experience, despite the providers delivering their standalone service targets. Improper cross-supplier governance arising from silo-based, non-standardized service management renders the task of provisioning high-quality IT services for business users challenging. This, in turn, affects enterprise agility and workforce productivity.

TCS' SIAM approach helps companies streamline their IT operations through effective coordination between people, processes, tools, data, and governance structures. The solution's service management module ensures vendors adhere to service level agreements (SLAs), and also promotes alignment of firms' IT strategy with their business objectives. This is achieved by standardizing pan-organization business processes, and by effectively managing several vendors for smooth collaboration. The offering enables O&G companies to smoothly manage complex transitions like post-M&A integration. The solution's risk and compliance management tools facilitate effective compliance management, while addressing IT-related risks by provisioning a comprehensive governance framework.

Benefits

O&G companies can reap the following benefits with TCS' SIAM approach:

Increased business agility

Boost business process efficiency by optimizing the underlying IT processes; resolve glitches quickly through smoother vendor coordination; break down IT silos to accelerate innovation

Reduced TCO

Rationalize your IT application, infrastructure and vendor landscapes to reduce operational costs; improve oversight of vendor performance for fewer service slip-ups, thus achieving a higher return on investment (ROI)

The TCS Advantage

By partnering with TCS, you can take advantage of the following differentiators:

Unique solution: Our SIAM approach helps deliver a comprehensive, scalable, and flexible solution that forges robust coordination among suppliers, helping you realize your business goals in a time-bound and cost-effective manner. TCS' strategic partnerships with leading SIAM tool vendors–including Service Now, BMC and HP–as well as our comprehensive TCS Cloud Plus suite of products enable optimal automation.

Domain expertise: TCS is a leading authority on SIAM, thanks to its extensive industry experience, rich consultant base, and active participation in industry forums and standard bodies.

Effective risk mitigation

Reduce operational and financial risks with clearly defined roles, business-driven SLAs, well-negotiated contracts, and improved and predictable services; leverage a unified service desk and control center for effective governance and greater visibility

Enhanced supplier experience

Standardize IT procedures, and manage multiple vendors effectively, to boost collaboration between suppliers.

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Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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