

Take part in the Global SIAM Survey 2026 Scopism Launch Global SIAM Survey, Sponsored by Atos

The Global SIAM Survey 2026, sponsored by Atos, provides a comprehensive picture of SIAM adoption around the world.



The graphic features the Scopism logo (a stylized 'S' in a circle) and the text 'scopism GLOBAL SIAM SURVEY 2026'. Below this, it says 'Share your perspective Take part now'. To the right is a calendar icon with a blue header and a yellow body. The calendar shows a grid of dates with orange 'X' marks in the first three columns of both rows, a blue 'S' in the fourth column of the first row, and a blue checkmark in the fourth column of the second row. A circular 'SIAM' logo is in the top right corner. At the bottom, it says 'Sponsored by Atos' with the Atos logo.

London, United Kingdom Jul 7, 2026 ([IssueWire.com](https://www.issuewire.com)) - The Global SIAM Survey 2026, sponsored by [Atos](https://www.atos.com), provides a comprehensive picture of SIAM adoption around the world. By bringing together perspectives from customers, service providers, consultants and practitioners around the world, the survey provides a comprehensive view of how SIAM is evolving and where the industry is heading next.

What did we learn in 2025?

The 2025 Global SIAM Survey revealed a rapidly evolving landscape for service integration and management.

Among the key findings:

- 85% of organizations reported using AI within at least one SIAM process area.
- AI adoption in areas such as incident management increased significantly.
- Integration challenges remained the biggest barrier to successful AI adoption, cited by 74% of respondents.
- Cost (64%) and data privacy concerns (50%) continued to present obstacles.

- SIAM adoption continued to grow globally, with increasing maturity across both customer organizations and service providers.

The findings demonstrated that while organizations are embracing AI and automation, success still depends on strong governance, collaboration, service integration and continual improvement.

Why participate in the Global SIAM Survey 2026?

The 2026 survey will explore how organizations are adapting their SIAM models to meet new business demands, technological advances and customer expectations.

Claire Agutter, from Scopism said: *“By participating, you’ll help build a comprehensive picture of how organizations are adopting and maturing SIAM practices, whether AI investments are delivering measurable business value and how service providers are evolving their offerings to support changing customer requirements.”*

By completing the survey, you will help us understand SIAM today and tomorrow, and help to shape the priorities for the SIAM community. You’ll also be one of the first to receive access to the findings when they are published.

This year, a new question set looks at the business case for SIAM, tracking ROI and commercial models.

Why your input matters

Every response contributes to a better understanding of how organizations are managing increasingly complex service ecosystems.

Harjit Gill, SIAM Director from Atos added: *“We are pleased to sponsor the Global SIAM Survey. The results are always a great insight and help organizations benchmark their own SIAM journeys, identify emerging trends, learn from peers and make more informed decisions about future investments in service integration, governance, automation, experience management and supplier management.”*

The findings will be published in the Global SIAM Survey 2026 White Paper and shared with the worldwide SIAM community at the Service North Conference in November.

Join the global SIAM community

Be part of the conversation shaping the future of service integration and management.

Whether you're just beginning your SIAM journey or operating a mature SIAM model, your experiences and perspectives are valuable.

The survey takes approximately five minutes to complete, and your contribution will help advance understanding of SIAM across the globe.

The closing date for survey responses is 31st August 2026.

Click the link below to take part:

<https://www.surveymonkey.com/r/GlobalSIAMSurvey2026>

Thank you for helping to shape the future of SIAM.

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Source : Scopism

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