

SLA MANAGEMENT

Assure Promise vs Performance

Find out how the Leading Global Corporations in
Telecoms • Finance • Transportation • Energy • Service Providers
have leveraged ICT investments with
Business Service Level Value
by Implementing CA-Oblicore Guarantee SLAM System



Top-down, ITIL Based, End-to-End Life Cycle SLAM

- ▶ Establish Business Service Catalog
- ▶ Create SLA Templates & Standardize UCs, OLAs, SLAs
- ▶ Define Service Quality Domains, SLOs, KPIs, KQIs
- ▶ Monitor SLA Performance in Real SLA Time
- ▶ Optimize SLA Performance with Drill-down root-cause Analysis
- ▶ Calculate SLA Financial Performance and Penalties
- ▶ Automate Proactive Alerts and Reports
- ▶ Manage Service & SLA Portfolio

*Since 2005 SYNTAX has implemented Oblicore Guarantee in 17 large corporations in EMEA