SLA Management
Agenda

• What is Service Level Agreement (SLA)?
• Why using ONE tool for SLA management?
• What’s New on the Market?
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  • Architecture
• Why Sytel Reply
• What’s Next
Definition
What is Service Level Agreement (SLA)?

Briefly, a service level agreement (SLA) is a negotiated agreement between two parties where one is the customer and the other is the service provider.

While SLAs have traditionally been a contract between a Service Provider and an Enterprise customer, the expanding value chain for new-generation services has made SLAs important for a myriad of partnerships.
Why using ONE tool for SLA Management?
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Most enterprises define service level agreements as part of their operations; however, the bulk of these agreements are managed inefficiently with tools based on infrastructure vendors, homegrown reporting methods, or manual data collection. These inefficient approaches to service level management and reporting give rise to:

- labor intensive
- time consuming
- prone to human error
- incompleteness

Performance reports are typically generated following the measurement period. This forces organizations to deliver reports late, and as a result there is no opportunity to correct underperforming services. Performance debates invariably occur, and customer satisfaction is negatively affected.
What’s New on the Market?
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Oblicore is the Market Leader in SLA Management.
Sytel Reply started months ago to share with Oblicore the chances to promote Oblicore Guarantee as THE solution for SLA Management.

Telco & Media are now mature to face this issue in a pragmatic and systematic way, in order to enforce and improve the Customer Experience and the Services Provided to them and the service provided by third parties (Outsourcer, Content Provider, Service Provider).

Guarantee automates, activates and accelerates the management, monitoring, and reporting of all service level agreements and service delivery for enterprises and service providers.
The solution enhances an organization’s ability to:

- define the service catalog and measurement metrics
- establish contractual obligations and performance targets
- monitor performance against these targets in real-time
- take action based on this performance
- collaboratively report performance to both the service provider and the service consumer

Enterprises and service providers have complete visibility into their service level agreements and can proactively manage service delivery across business and technology infrastructures from a single point.
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Oblicore offers a comprehensive, scalable platform that enables enterprises to manage service level obligations for underpinning contracts (UPCs), service level agreements (SLAs) and operational level agreements (OLAs).

Its unique infrastructure-agnostic approach enables organizations to monitor and report service performance utilizing the infrastructure components (e.g., hardware, applications, network monitoring tools) that you already have in place, regardless of the vendor.

The adapters can “sit on top” of existing data sources. No change to underlying data sources or systems are necessary.
What Does Oblicore do?

Standard Service Catalog

- Urgent Payments
- Helpdesk Gold
- Email Services

Contractual Agreements
- Service Level Agreements
- Operational Level Agreements
- Underpinning Contracts

- Network Performance
- Application Performance
- HelpDesk Performance

Application Performance Management

Oblicore ACE™ Technology

- Business Metrics
- Contract Parties
- Services
- Service Costs
- Penalties & Credits
- Service Level Metrics

Contract & Portfolio Management

- Life Cycle Management
- Financial Metrics
- Vendor Performance
- Service Portfolio Management

Other Source Systems

- Service Level Reports
  - Concurrent and Prediction Reports
  - Alerts and Dashboard
  - SMS, Email, and Service Desk Alarms
  - Integration with Portals, Financial Solutions

CMDB

- Network Performance
- Application Performance
- HelpDesk Performance

CMDB
Once the company has defined contractual obligations, services and measurements, the organizations can actively measure this obligations against actual performance.

The Data Integration Hub, by an infrastructure agnostic approach, enables companies to leverage SOA integration, XML integration or the service delivery API to “push” or “pull” information from a wide variety of data sources, from HP OpenView to SAP, from Remedy to many others.

SLA Management Main Scope
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An automate process of collecting data, comparing data from multiple sources, managing exceptions, and reporting on performance, can provide the real value added SLA Management Operations.
Why Sytel Reply?
Why Sytel Reply

- Deep understanding of Telco market & context
- Competences on in-scope processes
- Methodology and strong project management abilities
- Flexibility
- Result-driven consultancy approach
- Strong technical background and a highly specialized software factory
- Reply Competence Center on SLA Management and Oblicore
Sytel Reply: what’s next
In an historical moment where Managed Service and Outsourcing Policy are spread among our clients’ business, the Governance and Control of the quality and SLA compliancy is on top of the priorities for CTO and farsighted IT Managers. Reply plays a core role in this context, supporting our stakeholders thanks to our competences and adopting the best on Market Technological solution as Partner of this adventure.

Our clients are loosing control of the operative activities on their systems, but are now aware that cannot loose control and need instruments to support them in controlling.
Assess current awareness of our customers about **SLA Management** theme, in order to identify opportunities and actual needs, highlighting short-term benefits, limitation & constraints.

It is important to identify the right stakeholders, in order to center the core of the business and the right sensibility to catch the opportunities.

Support our customers to build new business cases, leveraging on technological solution, defining and modeling processes and new business strategies.

Reply supports evolutionary scenarios.