

## SLMbox, the company

SLMbox Ltd. was founded in 2010. It is a Hungarian company, which was created to utilize the knowledge that was gathered at multinational companies in the field of IT service management. It provides a practical interpretation which enables quick implementation and outstanding results! The administrative tasks won't be increased by it, and it won't take up to 1 or 2 years to see its result. To assist the corresponding operation the company has developed a solution which is called SLMbox.

In 2010, SLMbox has won the IT Business Leadership Award, it was selected as the year's best innovation, and it has also received the Innovation Grand Award given by the Hungarian Innovation Association. In 2011 it has made it to the finals at the European IT Excellence Award in Business Intelligence category.

## SLMbox, the solution

SLMbox is a Service Level Management software solution. It can be considered as a controlling device or as a quality inspector tool. It checks if the purchased service meets the defined requirements; basically it compares the factual data with the planned target values.

The product will assist you in:

- The completion of the defined requirements between the customer and the provider
- The handling of malfunctions, because the software will send alert messages that will assist in the correction of the service quality
- An objective approach for the documentation and management of the service levels

Main functionalities:

- Reporting (can be automatized)
- Alerts and warnings (in case the factual data differs from the planned targets)
- Monitoring feature (constant supervision of the services)

## 1. How can SLMbox be utilized?

SLMbox will always generate up-to-date and relevant data corresponding the given organization's operation: it's provided or received services, it's production and/or commercial indicators. This data can be used take immediate actions (quality insurance) and to create strategic plans or to manage change processes.

The business strategic benefit of the implementation of SLMbox is the cost reduction in the field of reporting and in case of deficient services, the reduction of the service costs. Additional benefits are the increase of transparency and the reduction of corruption.

It provides assistance with:

- The evaluation of the necessities regarding investments
- The quality check and control of the service quality
- The cost reduction in the field of reporting
- The increase of an organizations transparency
- The realization of effective Service Level Management

## 2. SLMbox target

Regardless of the given organizations size the software can be used at small, medium and large enterprises. It is business sector independent. Therefore it can be used in the state and in the commercial sector as well. An immediate Return on Investment can be calculated in those fields of business, where a significant mass of reports are generated manually.

In every business environment SLMbox will be useable on a cost effective manner (more money can be saved than the operational costs of the software) where TRANSPARENCY and objective operation is a requirement.

## 3. Our goals

To partner companies, which are providing IT related consultancy services, because these professional partners have the capability to integrate SLMbox into the given business environment after a successful sales effort.

We want SLMbox to become a widespread best practice in the field of IT Service Management.

## 4. The benefits which we provide

A new vision: fair price and favorable partnership conditions.

The software is delivered in an installation free environment (VMware image).

The key benefits are: easy to operate, fast implementation – less than 10 days – and simple configuration. Multilanguage interface, for the benefits of the ease of usage the configuration and the user interface have been completely separated.

## 5. References

Answare Kft.

Futurion Kft.

GIRO Zrt.

GPIT Informatikai Szolgáltató Kft.

HumanOIT Kft.

Orco Property Group SA

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