

You have to understand, that we need a more flexible solution!

I don't want to hear tech terms! I want to see only meaningful information in respect of my business!

The investment couldn't be verified, since the figures could not be justified by appropriate data.

I just can't find a software solution which supports my job? This is unbelievable!

The current service is sufficient; therefore I can't understand why our IT department wants to make new investments?

I always get the job done! Why are my customers still unsatisfied?

I should have intervened, but no one notified me! We could have avoided the penalty!

This report can't be right, because last Friday our call center was down for 3 hours.

Why are so many of my employees busy with SLA reporting? Could this be such a complicated task?

Why are the SLA reports always delivered late? We could have discussed this, on the client meeting of yesterday!

It's a pity that we are not on the same page!



**What the hell is going on here?**



## the feeling of hopelessness

A couple of years ago we have been hired by a large financial institution to find the right product, which can monitor the quality of the purchased services in a cost effective matter.

Our customer had only ONE aim: to see whether the received service meets its

requirements and promptly intervene when necessary.

We were looking for a Service Level Management tool which monitors, alerts and reports.

...and we looked really hard...

### GLOSSARY

#### Service Level (SL)

The value that represents the quality of the service.

#### Service Level Target (SLT)

The value of service level accepted by the Customer. If Service Level is equal or better than the Service Level Target the provider meets his contractual obligations.

#### Performance Indicator (PI)

The type of attribute which describes the action.

#### Key Performance Indicator (KPI)

A crucial indicator that is the fundament of the service delivery report.

#### Service Level Agreement (SLA)

A negotiated and formally approved agreement between the Customer and the Provider and contains the metrics that qualify the service.

#### Service Performance Report

Periodical reports that contain the value of the Service Level and the information whether the provider has accomplished the SLT.

#### Real-time Service Level Monitoring (RTSLM)

The Customer can continuously check the performance of any purchased service.



## the tool which does not exist

So we were looking for a tool that could measure data. We were actually looking for a tool, which can display whether the expectation of the customer meets the requirements of the service.

The units of the measurements had to be customizable, to ensure its relevance in respect the customers business.

Our idea was that the provider aligns to the customer's needs. The customer is not interested in the details of the different IT processes. The customer only wants to see the quality and the cost of the purchased services.

Another important factor was that the outcome of these measurements had to be unambiguous.

The customer and the provider should always see the same results displayed in an understandable matter!

Storing historical data and metrics was also a key factor since we wanted to utilize it for trend analysis.

Our customer wanted to see the quality

of the acquired services at any time, not only at the end of each term!

It was crucial, that only those few critical services had to be analyzed, which were defective or important. We were keen to focus on problematic and high priority



services since it would be a waste of money to monitor services which were performing well.

The SLA reporting had to be a standalone feature without full SLM implementation.

And every current available data should be processable by the tool.

## since it doesn't exist, we'll make it

We couldn't find a tool on the market which meets the above listed requirements; therefore we developed our own solution!

The SLMbox is made for metrics. You can

imagine it as a scale. It can measure if the purchased service meets the defined requirements.

Our tool constantly displays the quality of the provided service.

## Proactively Prevents Service Level Breaches

The SLMbox displays data about a given service in real time. Prior to a considerable deviation from the expected service level

it sends an automatic warning for those responsible of the affected services. It can also send alarm signals when there

is a deviation from the expectation which have been set in the contract (e.g. in the case of a Service Level breach).

Can we help you improve your business?

## The tool for monitoring your business SLMbox: checks if your services match your expectations

- RTSLM  
real-time service level management
- Alerting – received before the occurrence of any violation
- Reporting – genuine data storage with workflow aided operation
- No need for CMDB, usage of the existing data
- Can be used for SLA reporting – excellent ROI
- Quick implementation  
results will be visible in weeks
- Supports the introduction of ITIL  
quick results in your business
- It can be usable even for ONLY ONE Vital Business Process of the Customer



## The right key for Service Management

- RTSLM – no need to wait until the end of the accounting period! The customer will constantly see the results, service levels can be backtracked on an hour to hour period.
- Warning generation – to avoid any SLA breach
- Reporting made flexible – ad-hoc reports and SLA compliance reports generated and approved with the aid of the workflow
- Easy to use – a separate GUI for the supervision and configuration of service levels
- Contract performance reports are genuinely stored in the system – no data manipulation!
- Service Contract Lifecycle Management – follow up past events, plan your future



### SL monitoring vs. infra monitoring

Some may think that a network monitoring tool can also be used to monitor service levels.

Monitoring is just monitoring.

At least that's what we thought before but this is far from the truth!

Infra monitoring devices can only show how the given asset performs at a **given time interval** (e.g.: CPU load).

The difference is that service level monitoring devices can display the performance of any given service asset for a **custom defined time period**.

IT needs its services to function in a continuous way.

Customers expect that the services they use perform within parameters which set in their contracts.

**So monitoring can differentiate!**



## It's not just a software tool; it's a properly working SLM solution

SLMbox is a virtual machine with service level monitoring and reporting capabilities.

It generates event or activity logs which are exportable. The partition on which the data is stored is being mirrored; therefore it supports fault tolerant software upgrading. AD/LDAP

integration ability, and has internal backup capabilities as well. The whole system can be configured online through a web-enabled interface. No need to buy a separate database handling license!

Installation free environment!

**With just one click you can start using it!**



## 100% usability and ITIL compatibility without any compromise

### just managing services

Organizations still do not follow every item of the ITIL best practice. And of course there are others who do not follow ITIL at all but still want to monitor service quality.

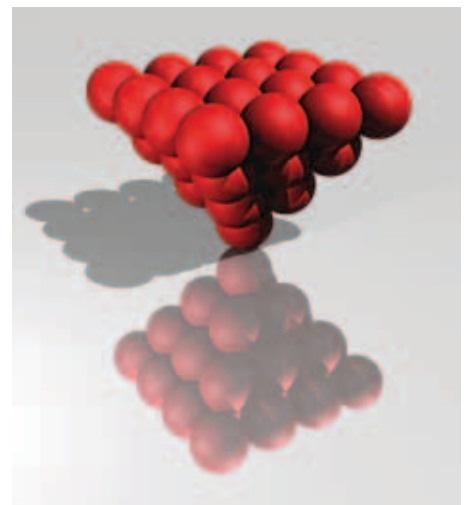
Some are only dissatisfied with a few of their services and hence they don't want to measure or generate reports on all of their service parameters.

Others don't have the resources to implement comprehensive Service Management Systems, but they expect to get objective results.

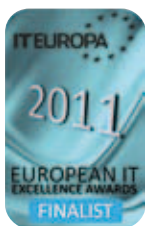
**The SLMbox is primarily created for them!**

The implementation of the SLMbox follows the **top-down** approach, even where there is only one prioritized service. Our advice is to introduce it only for services which are faulty or wrong from a business perspective. No need to deal with those services which perform well, since that would be a waste of money and resources. The service

quality monitoring capabilities can be expanded later to all other services. ITIL integration is available during the whole implementation process.



#### Awards:



2011  
*European IT Excellence Award, London*

2010  
*Acknowledged innovation of the year, Hungary*

2010  
*IT Business Leadership Award, Hungary*

#### You can purchase it as:

- Perpetual license + support
- Subscription
- SaaS (SLMbox As a Service)
  - SLMbox subscription
  - Consulting service regarding KPIs, services, etc.
- Implemented service
- Fully maintained service