



SLMbox: the tool for Service Level Management

What is the SLMbox?

The aim of our tool is to manage the accomplishment of the Service Level Agreements which have been established between the business and the IT or the provider and its customers.

The tool constantly monitors – through the incoming metrical data – the parameters which fall under the Service Level Agreements and evaluates the achievements.

It constantly monitors the SLAs, supervises their accomplishment and with the help of the predefined rules it generates alert messages in case certain thresholds have been met. Based on user roles it provides the opportunity to generate, display and forward reports.

Proactive Prevention

With the help of the alerting feature the Service Managers will always have on-time information about any performance issues of the SLAs. This will provide the enough time to prevent any breach and to restore the desired service level.

Key aspects of the tool

- Generation of regular (e.g. monthly) SLA reports;
- Alerting feature to warn the involved parties in case the performance of a certain service could prevent the fulfillment of any given SLA;
- Monitoring functionality, which assists the parties involved in the operational activities to constantly check if the given services fulfill the requirements of the SLAs.

The reports which are generated by the tool provide an objective (evidence-based) documentation to clarify the questions that can arise between the business and the IT itself.

Easy to Use

The tool can be run in any browser (no need to set up a client software). All functionalities will be available based on the predefined user roles (which can be highly customized) therefore only the relevant data and user right will be available for each user. All reports can be exported to PDF, RTF and XLS documents.

Practical Experience

Service Managers, Executive Officers and other parties of the management will receive information about the performance of the given services through the reports which are generated by the tool.

These executives have the availability to directly generate any particular report of any given service which assists their supervision.

The reporting feature also makes the job of the Service Managers a lot easier, since they'll be able to provide factual data in the form of the generated reports. The tool provides a built-in workflow which supports the hand-in, request, and change process of these reports.

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