



The road to customer satisfaction begins with setting the right expectations. As an enterprise-level IT process, service-level management is all about designing and delivering IT services according to agreed service level agreements (SLAs). Simply put, it's a way to balance quality of service with shipping costs.

tbSLAManagement is an ITIL certified module that promotes the optimal delivery of IT services to the business. The process of defining needs, monitoring performance, and exploring opportunities for improvement enables IT organizations to identify and address misalignments and vulnerabilities. This ensures that enterprises receive the optimal IT services and support they need to gain a competitive advantage.

Key Benefits:-

- **Service Reports:** An extensive reporting module with dashboards to help users create reports of different types of historical records that report the number and status of service level requirement records. You can also use the Report Builder feature to create custom reports.
- **Escalations:** Provides both functional and hierarchical escalations.
- **Various Contracts:** Internal, Operational Level Agreements (OLAs) for inter-department, and Underpinning Contracts (UCs) for vendors and suppliers are supported.
- **Better Communication:** Improves communication and service agreements with IT and business organizations
- **Better Syncing:** All supporting IT services can better synchronize and coordinate processes to meet service level agreements and customer expectations.
- **SLA Planning:** Defines service requirements with key business units.
- **Operational Level Agreement (OLA) Planning:** Defines service requirements and dependencies between key IT groups.

Core Benefits:-

- **Service Reviews:** Service reviews can be performed on SLA, OLA, and UC services that can record results and identify areas for improvement.
- **Target and Threshold Definitions:** SLAs can be defined using goals and thresholds. Thresholds allow you to set alerts when a value goes off the line, allowing you to track SLA performance and meet SLA commitments.
- **SLA Monitoring Chart:** SLM Charts can monitor the service achievements against the set SLA.
- **CSAT and Feedback:** It supports gathering of Customer Satisfaction data and feedback to understand the customer pulse better.
- **Customer Complaints and Appreciations:** Customer Complaints and appreciations can be also captured to improve the services.
- Service-based SLAs.
- Customer-based SLAs display multiple services provided to a single customer.
- **Measuring and Reporting SLA on Vendor Incidents:** Administrators can better control provider SLA performance, understand the impact of incidents, and resolve provider-related issues related to QoS provided to customers.
- **Measuring OLAs and Incident Reporting:** Internal OLAs help internal IT teams take responsibility for service-level commitments and understand the impact of QoS provided to their customers
- **Vendor SLA Management:** Monitor and track SLA in terms of vendor SLA calculation response time and resolution time.
- Options to attach Service Quality Plan (SQP) and Service Improvement Plan (SIP)

FOR MORE INFORMATION

About TechBridge

TechBridge is the World's leading Product & Solutions Company. Data Center Applications, Collaboration and Real Time Communication. DC Management and Monitoring, Disaster Management, Security, Collaboration and Cloud. Its market-leading Network Modernization, Unified Communications, Mobility and Embedded Communications solutions enable customers to quickly capitalize on growing market segments and introduce differentiating products, applications and services. We are an expert and leader in Government Solutions, Smart City Solutions, Data Centers and Large Enterprises. We do custom applications also, as per the customer requirements.

Certificates:-



Mail us at: sales@tech-bridge.biz

Address:- TechBridge Consultancy Services LLP

326, Tower B3, Spaze iTech Park, Sector-49, Sohna Road, Gurgaon-122018, Haryana