

BROCHURE

tbSLAManager

Service Level Agreement (SLA) management tool

INTRODUCTION

tbSLA Manager is a comprehensive Service Level Agreement (SLA) management tool designed for organizations that require absolute clarity and precision over their network performance commitments. Engineered for both network administrators and service providers, this platform delivers intuitive control over SLA baselines, real-time breach detection, and streamlined compliance tracking.

tbSLA Manager transforms complex SLA management into an actionable, automated, and insight-rich process enabling consistent service quality, regulatory confidence, and enhanced customer satisfaction.

KEY HIGHLIGHTS AT A GLANCE

Unified Dashboard

Real-time visualization and quick access to SLA baselines, breaches, and performance trends across categories, nodes, and individual ports or links. Drill-down capabilities allow pinpoint analysis wherever issues arise.

Flexible SLA Configuration

Add, edit, and remove baselines at any organizational level, ensuring alignment with contractual requirements and evolving business needs.

Proactive Monitoring & Alerts

Instant alerts for breaches and potential risks allow administrators to respond before service levels are impacted.

Multi-Format Reporting

Generate, download, and schedule detailed reports in PDF or CSV covering overall availability, SLA health, early-morning events, outages, and application-level SLA.

Multi-Vendor Support

Designed for diverse network ecosystems—including routers, switches, firewalls, and multi-vendor environments.

Quality of Service (QoS) Tracking

Monitor and report on service metrics to assure business-critical performance.

Planned Outage Management

Precisely record, exclude, and report scheduled downtime for accurate SLA compliance.



AI & AUTOMATION CAPABILITIES THAT MATTER

Automated SLA Breach Identification

Continuous calculation of performance vs. baselines at every monitored point, with instant communications for exceptions.

Intelligent Outage Differentiation

Scheduled outages are automatically excluded from SLA calculations, ensuring clear separation from unexpected downtime.

Scheduled & Recurring Reporting

Pre-configurable report generation and email delivery reduce repetitive admin tasks and ensure stakeholders are always informed.

Editable Baselining & Dynamic Adjustment

Adapt SLA parameters to match real-time network performance and business priorities, instantly reflected in system dashboards and analytics.

COMPREHENSIVE MODULES – BUILT FOR ENTERPRISE SCALE

Dashboard Module

Provides an overview of current SLA status, compliance trends, and risk areas at every layer—business group, device, or connection.

SLA Management Module

Granular control for admins to configure, update, and remove baselines for any device or service endpoint.

Monitoring & Alerting Module

Real-time tracking, breach detection, and configurable notifications empower proactive management.

Reporting & Analytics Module

A suite offering predefined and customizable reports, instant generation, downloadable formats, and scheduled distribution.

Planned Outage Module

Enables configuration of maintenance windows at requisition, node, or link level, removing “false-positive” breaches from SLA assessments.

QoS & Threshold Configuration

Support for setting thresholds on key performance indicators aligned with contracted SLAs and business priorities.

Integration & API Module

Native connections with tbXMS, and other enterprise systems, enabling holistic IT operations management.

USER EXPERIENCE THAT SCALES ACROSS ROLES

Role-Based Access Control (RBAC)

Ensures each user—admin, manager, or operator—sees relevant information and controls, streamlining workflows and reducing confusion.

Easy Provisioning

One-click creation or editing of SLA baselines, nodes, and outage events. Fast access to performance data and breach details for all stakeholders.

Customizable Interface

Web-based UI with light/dark modes, filterable views, and drag-and-drop dashboard widgets for a personalized experience.

Guided Workflows

Simple step-by-step processes for baseline edits, outage setup, and report scheduling save staff time and minimize errors.

PLATFORM CAPABILITIES & DEPLOYMENT FLEXIBILITY

Deployment Options

Available as both on-premises and cloud-based solutions, supporting growing organizations and complex, distributed environments.

Scalability

Handles networks ranging from a few nodes to thousands—grows as your business does.

Highly Modular

Activate only the modules you need—SLA baselining, outage tracking, or advanced analytics.

Interoperability

Seamless integration with tbXMS for end-to-end network and service management, plus support for third-party connections via API.

PROVEN BUSINESS IMPACT

Service Quality Improvement

Track, report, and optimize SLA performance with measurable reductions in breaches.

Operational Efficiency

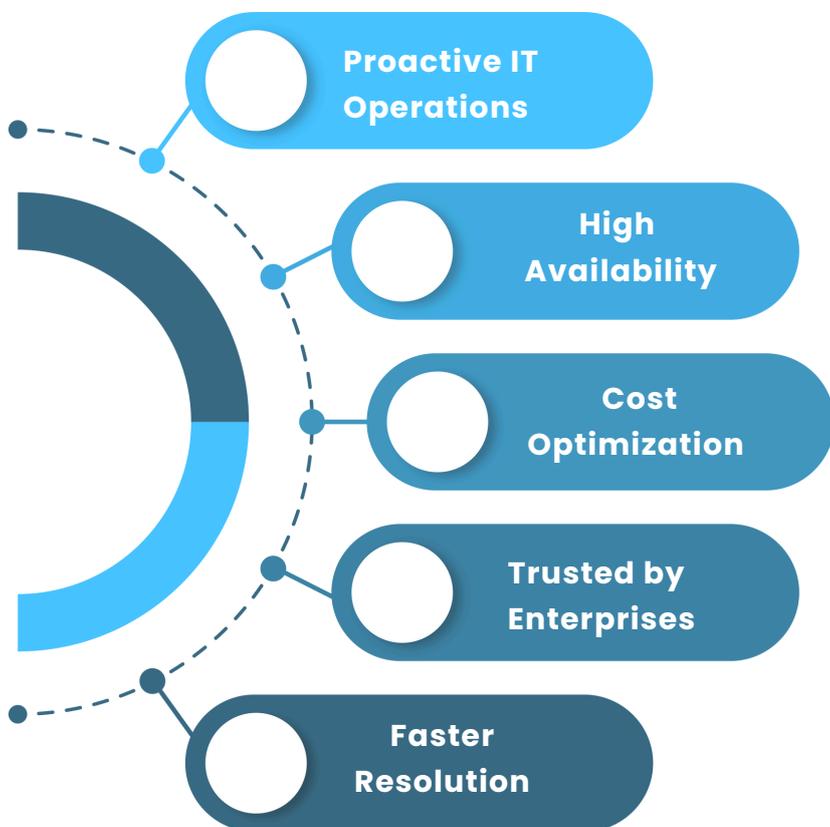
Automated notifications, report scheduling, and planned outage handling free up network staff and prevent manual errors.

Accurate Compliance and Risk Management

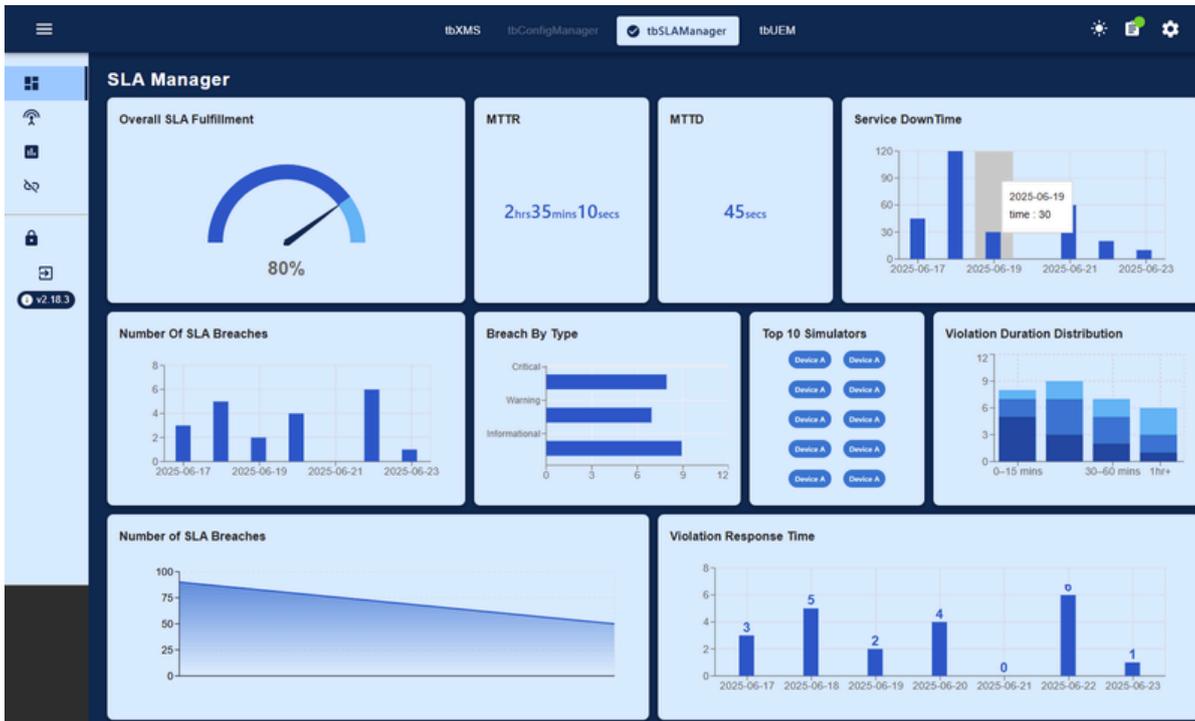
Differentiates planned maintenance from outages; enables defensible compliance tracking during audits.

Customer Trust & Satisfaction

Transparent reporting and responsive service management foster strong, trust-based relationships with customers and internal stakeholders.



DASHBOARD



ABOUT TECHBRIDGE: -

Founded by IITians and incubated at NCoE, TechBridge is a pioneer in delivering cutting-edge solutions. ObservaX/AIOPs leads the way as a cutting-edge observability platform designed to transform how organizations monitor and optimize their systems. Recognized by the Technology Development Board (TDB) and DSCI(NASSCOM's Startups initiative), TechBridge empowers organizations monitoring the critical infrastructure for the country by enabling seamless infrastructure visibility and performance management. With innovative technology and a focus on delivering actionable insights, ObservaX helps organizations enhance efficiency and reliability, leaving a significant impact on country's digital transformation journey.

CERTIFICATES:-



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