tbSLAManager

Service Level Agreement (SLA) management tool

INTRODUCTION

The SLA Manager by TechBridge is a robust and intuitive Service Level Agreement management solution engineered to give organizations full control and visibility over network performance and service commitments. It allows network administrators and service providers to define, monitor, and optimize SLAs at the category, node, and link/port levels, ensuring compliance and mitigating risks associated with service disruptions.

The platform integrates seamlessly with tbXMS, delivering actionable insights, configurable baselines, and advanced reporting for consistent service quality and enhanced customer satisfaction.

KEY BENEFITS

Precise SLA tracking
Visualize baselines and breaches at multiple levels (category, node, link/port) for granular operational transparency.

Operational efficiency
Automates monitoring, alerting, and reporting workflows, reducing manual effort.

Risk mitigation
Differentiates planned outages from unexpected disruptions for accurate compliance insight.

Real-time and historical analytics
Enables quick assessment of service health, trends, and improvement opportunities.

Enhanced customer satisfaction
Ensures documented, trackable service delivery aligned with contractual commitments.

CORE CAPABILITIES

Dashboard
Unified view of SLA baselines, breach status, and performance metrics.

SLA Configuration
Add, edit, and delete SLA baselines across categories, nodes, and ports/links for customized monitoring.

Monitoring & Alerting
Detects real-time SLA breaches; offers proactive notifications.

Reporting & Analytics
Generate predefined reports (availability, outages, SLA performance) in PDF or CSV formats; supports scheduled emailing.

Planned Outages
Enables scheduling of downtime, intelligently excluding it from SLA calculations.

Threshold Configuration
Set and update performance thresholds to match actual service commitments.

Multi-Vendor Support
Manage diverse device ecosystems with universal baselining and alerts.

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QoS Management
Track, report, and ensure quality across critical service links.

Automated Workflows
Streamlines breach detection, notification, and reporting cycles.

INTELLIGENCE & AUTOMATION

Automated SLA breach detection
Continuously calculates performance vs. baseline for all monitored entities.

Scheduled reporting
Auto-generates and emails reports on defined intervals.

Planned outage exclusion
Ensures only unscheduled downtime influences SLA compliance, preserving accuracy.

Editable baselines
Admins can update targets for evolving network conditions, instantly reflected in dashboards and reports.

OMNICHANNEL SUPPORT

Web-based interface
Dashboard accessible from any modern browser.

Configurable notifications
Alerts via email for breaches and scheduled reports.

Multi-format exports
PDF and CSV for flexible data sharing and analysis.

INTEGRATION ECOSYSTEM

Seamless tbXMS integration
Works natively with TechBridge's network management solutions.

API-ready
Supports automation and easy connectivity with ITSM, CMDB, and other enterprise platforms.

DEPLOYMENT FLEXIBILITY

On-premises or cloud deployment:
Suits SMB to large enterprises.

Modular configuration:
Enable only required features—SLA baselining, reporting, or outage management.

Scalable architecture:
Supports expanding node/link counts without performance loss.

SECURITY & COMPLIANCE

Secure login
Username, password, and CAPTCHA to prevent unauthorized access.

Audit trails
Logs edits, additions, and deletions for compliance and review.

Report scheduling control
Automated delivery with recipient management reduces data leak risk.

SYSTEM REQUIREMENTS

1. Application Server (tbXMS)

Component	Minimum Requirement	Recommended Requirement
Operating System	Ubuntu 22.04 LTS	Ubuntu 22.04 LTS
CPU	8 Cores	16 Cores
RAM	16 GB	32 GB
Storage	500 GB (SSD)	1 TB (NVMe SSD)
Backend	Node.js v22.14.0	Node.js v22.14.0
Frontend	React.js v18.3.0	React.js v18.3.0

2. Database Server (PostgreSQL for tbXMS)

Component	Minimum Requirement	Recommended Requirement
Operating System	Ubuntu 22.04 LTS	Ubuntu 22.04 LTS
CPU	8 Cores	16 Cores
RAM	16 GB	32 GB
Storage	500GB (SSD)	1 TB (NVMe SSD)
Database Engine	PostgreSQL 12.0	PostgreSQL 12.0

3. Combined Server (Application + Database)

| Component	Minimum Requirement	Recommended Requirement
Operating System	Ubuntu 22.04 LTS	Ubuntu 22.04 LTS
CPU	24 Cores	32 Cores
RAM	64 GB	96 GB
Storage	1 TB (SSD)	2 TB (NVMe SSD)
TImescaleDB	2.15.2	2.15.2
Backend	Node.j sv22.14.0	Node.js v22.14.0
Frontend	React.js v18.3.0	React.js v18.3.0
Database Engine	PostgreSQL 12	PostgreSQL 12

PREREQUISITES FOR SLA MANAGER INSTALLATION

- Compatible OS and database as per deployment type.
- Network connectivity between tbXMS and tbITSM for integration.
- Sufficient privileges for installation and API usage.
- Latest web browser for interface access
- SNMP-enabled infrastructure for device data collection

WHO USES SLA MANAGER?

- IT network administrators and service managers overseeing contractually-bound environments.
- Managed Service Providers (MSPs) delivering SLA-governed services.
- IT Operations teams tracking network health and optimizing service delivery.
- Enterprises assuring clients and business units of documented, measurable performance.

WHY SLA MANAGER BY TECHBRIDGE?

- Proven reliability: Used by enterprises for critical service monitoring.
- Comprehensive baselining: Category, node, and port/link-level SLA assurance.
- Superior automation: Efficient workflows and breach detection reduce overhead.
- Integrated ecosystem: Fits naturally within TechBridge's IT management suite.
- Customer-centric design: Built to maximize service transparency and compliance.

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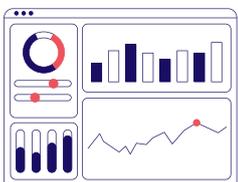
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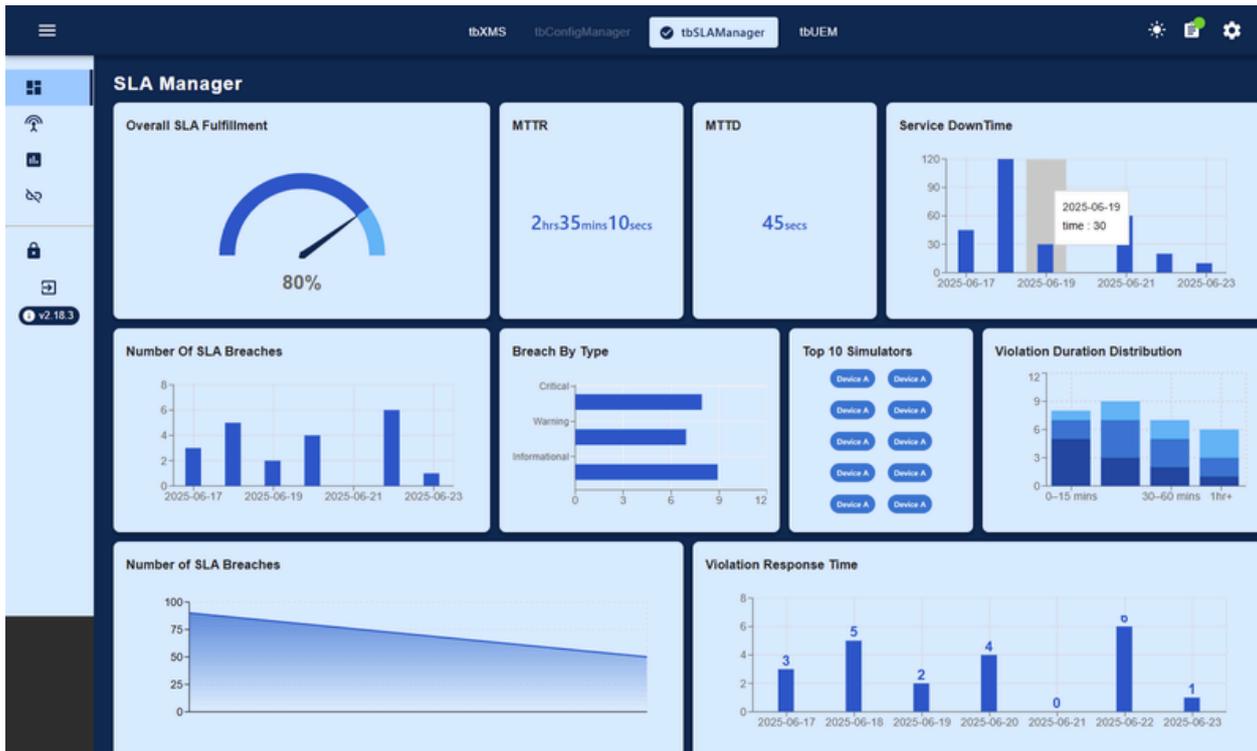
ABOUT TECHBRIDGE: -

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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