

# Wendia

## POB Service Level Management



**POB Service Level Management includes service level agreements, which define all the conditions and responsibilities between a service provider and the customer. The service catalogue defines all the available services. Contracts between external and internal service suppliers are supported to ensure that underpinning contracts support SLA targets. The system can be used as a basis for charging, to secure your return on investment.**

**POB Service Level Management is an invaluable tool that will greatly improve service quality and reduce service disruption which can ultimately lead to significant financial savings and less time and effort spent by IT staff in resolving fewer failures.**

### Benefits to Your Organization

POB Service Level Management (SLM) is an invaluable tool that will greatly improve your service culture. Improvements in service quality and a reduction in service disruption can ultimately lead to significant financial savings and less time and effort spent by IT staff in resolving fewer failures. IT customers can also perform their business functions without any adverse impact.

### Benefits to the User

POB Service Level Management helps support staff meet the required service thresholds, thereby improving customer relationships and service quality. Expectations and timeframes are clearly defined so that all operators of the system will have the same definition of priorities and escalation processes. Furthermore, it ensures clarity on when an external support provider should provide the service.

### Service Level Management for Competitive Advantage

A company's major goal is to maintain and improve IT service quality to improve the relationship between customer needs,

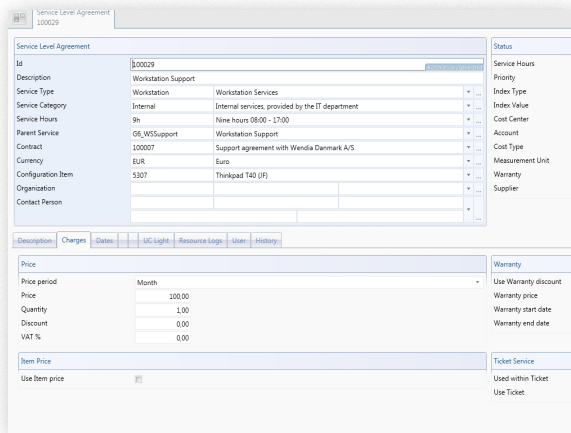
performance, resources, and cost justification. Quality services can be charged directly and the customer can appraise the return on investment.

### Service Level Agreement

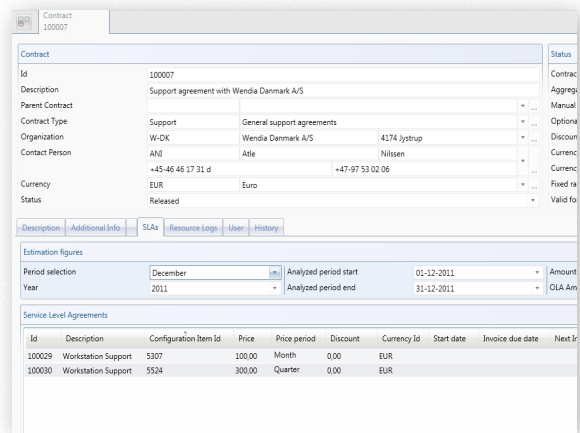
POB controls detailed information, including amounts, dates, discounts, and indexes. POB relates all relevant configuration items (CI's), customers and products to each contract, including their respective service fees and discounts. The service fee is then automatically calculated and invoiced based on its components.

POB allows you to:

- Follow up on service quality
- Enter and follow up on any type of agreement
- Enter all detailed information, including support hours, target times, warranty dates, due dates, expiration dates, references, service fees, etc.
- Relate a customer to the agreement
- Relate CI's to the agreement
- Integrate contract document text
- Relate any supplier support agreements
- Relate operational level agreements



▲ Service Level Agreement details



▲ Contract window – listing the related SLA's in a separate tab

- Relate underpinning contracts

### Service Catalogue

POB lists and manages all provided services, including their characteristics and details. The information is then used when entering a new SLA. This process simplifies the use of the system and ensures that only valid services are offered to the customers.

### Operational Level Agreements

Operational Level Agreements (OLA's) set out back-to-back targets for internal support groups that underpin the targets included in the SLA's. The OLA includes each of these elements in the support chain.

### Underpinning Contracts

Third-party support agreements can be related to each service and service level agreement to support the service process. This process also helps calculate whether or not the service agreements are profitable.

### Invoice Requests

POB creates all relevant invoice requests to ensure correct invoicing of any service level agreement. Services carried out but not included in the agreement can be handled by POB so they are also included in the invoice requests.

### Accessing the SLM module

You can access the POB solution from a windows platform or a web browser.

### Monitoring

POB's monitor function, the POB KPI Explorer, allows you to monitor any critical process,

target, performance or service level, etc. The monitor application is a main part of the service management process, and it can be tailored to fit each individual user of the POB solution.

With real-time data being displayed in a variety of colorful chart types, and rich data drill-down possibilities through tables, charts and maps, the POB Dashboard add-on offers state-of-the-art graphical objects to monitor your defined KPIs.

### Reporting

The built-in reporting options enable you to create reports on any Key Performance Indicator, ensuring you achieve all your business goals. With statistics and reports available online, you can continuously monitor customer satisfaction, service quality, profitability, and market trends.

### Budget Control

Budget Control supports the simulation of budget forecasts based on active services.



*Excellence in Service Management*

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