

Business Services: Assure Promise vs Performance

Find out how the Leading Global Corporations in

- Telecoms • Finance • Transportation • Energy • Service Providers
- have leveraged ICT investments
with Business Service Level Value
by Implementing CA Business Service Insight (Oblicore) SLAM System



Top-down, ITIL Based, End-to-End Life Cycle SLAM

- ▶ Establish Business Service Catalog
- ▶ Create SLA Templates & Standardize UCs, OLAs, SLAs
- ▶ Define Service Quality Domains, SLOs, KPIs, KQIs & Time Slots
- ▶ Monitor SLA Performance, in Real SLA Time, through Role-based Dashboards
- ▶ Optimize SLA Performance with Drill-down root-cause Analysis
- ▶ Automate Proactive Role-based Alerts and Reports
- ▶ Manage Service & SLA Portfolio
- ▶ Calculate SLA Financial Performance and Penalties

*Since 2005 SYNTAX has implemented Oblicore Guarantee in 19 large corporations in EMEA