



1 Business Centric Service Level Management Software

CA-Oblicore Guarantee

Find out how
the biggest corporations
have leveraged their ICT investments
with Business Centric Service Level Value
by implementing Oblicore Guarantee



Friendly ITIL Based, End-to-End Life Cycle SLAM

Standardize

- ▶ Service Level Catalogue
- ▶ Service Level KPIs, KQIs & SLA Templates
- ▶ Define Service Level Obligations in UCs, OLAs, SLAs

Automate

- ▶ Aggregation & Correlation of Systems Performance with SLOs
- ▶ Monitor SLA Business Centric Performance in Real Time
- ▶ Proactive Role Based Alerts
- ▶ Automate Role Based Reporting
- ▶ Penalties Calculation

Activate

- ▶ Drill-down root-cause analysis
- ▶ Incident Impact Analysis
- ▶ Financial Analysis
- ▶ Service & SLA Portfolio Management