SLAM+

SERVICE LEVEL MANAGEMENT

clearaxess

INNOVATIVI nel METODO e nel CONTENUTO

Many companies are rapidly adopting Service Level Management programmes to boost customer satisfaction levels, differentiate themselves from competitors and increase business and efficiency levels. If you are interested in establishing and measuring your internal or external performance parameters, a service level management tool can be a key aspect of your future success.

SLAM+

SERVICE LEVEL MANAGEMENT

is one of the most advanced and cost-effective tools for Service Level Management.

The key features provided by **SLAM+** include:

Granularity

Ability to define KPIs for any depth level in the required measurement type: KPIs per contract, per client, per site, service, or item or combinations of the same.

Contract versioning

Management of contract versions and history taking into account the evolution of the services included.

Advanced Profiling

Accessing features or individual portions of data by means of role defined rules.

Reconciliation

Processing and recording of data, making them homogeneous with contract requirements.

Forecasting

Predictive analysis of data by interpolation on historical data or specific uploads.

Publishing

Publishing of reports to Customers in manual or automatic mode.

Threshold alarming

Defining of alarming rules based on the exceeding of predetermined KPI thresholds before the end of the report consolidation period.

Anomaly checker

Defining of rules to establish the consistency and accuracy of incoming data from external systems.

Advanced Reporting

Dashboards, performance graphs, advanced search filters and export in various formats or in a single PDF document.

HOW SLAM+ WORKS

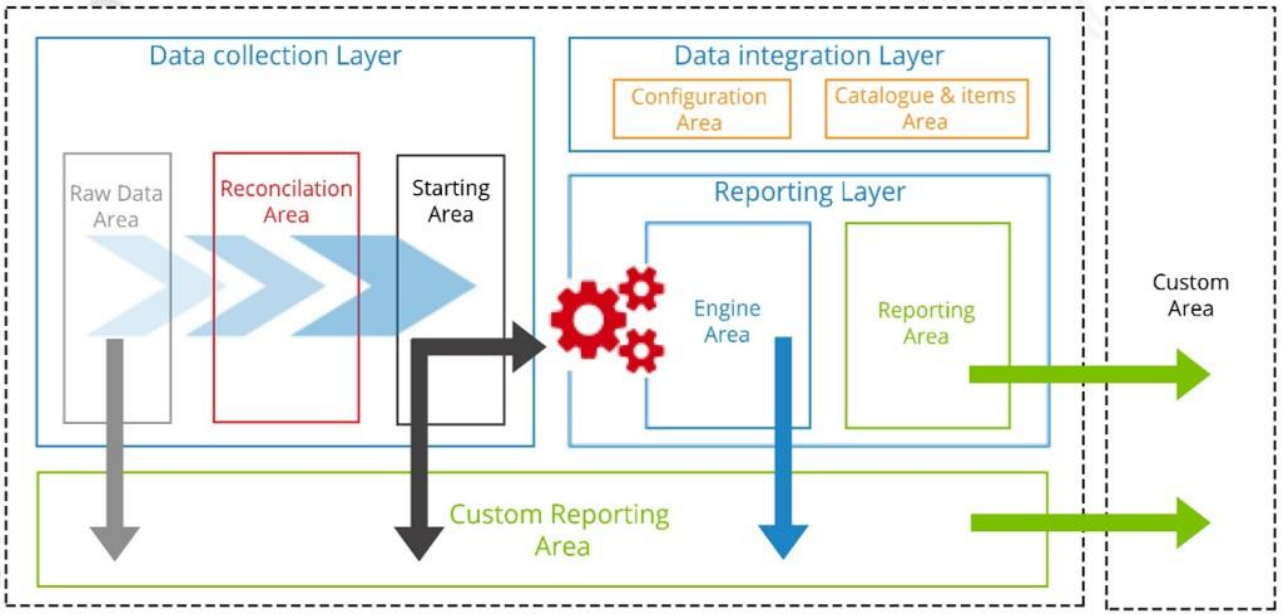
SLAM+ provides automatic measuring and recording of levels of services regulated by a Service Level Agreement (SLA) and / or Operating Level Agreement (OLA), provided at both a business and technological infrastructure management (IT Service Management) level.

SLAM+ works on three logical levels to store information, reprocess it (if needed) and also present it.

These levels are:

Data Collection Layer	**the process of acquiring the elementary data needed to calculate the KPIs;**
Data Integration Layer	**the process of consolidation, reconciliation, summarising and comparison of collected data so as to calculate and control service levels and possible penalties;**
Reporting Layer	**the process of presentation, content and graphic layout customisation and publication of processed data in reports.**

The logic elements that comprise the application are shown in the diagram below.



These logic elements are mainly used for two purposes:

- **Data Control:** all elements are checked when passing from one layer to another, and those that do not comply with the defined rules or do not have the requisites to proceed to the next level are "stopped" . Like in a customs office, the system checks all the elements that are trying to enter and applying all the verification procedures specified during the configuration (e.g. empty, incompatible, invalid fields etc....)

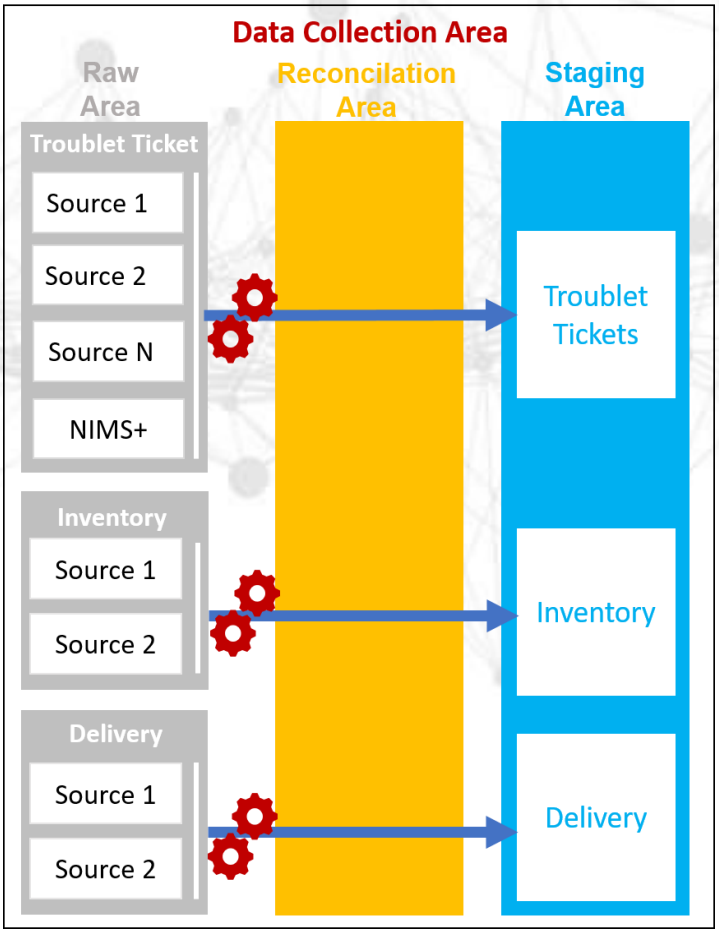
- **Data Amalgamation:** at each level change the data is increasingly normalised and "amalgamated" with the other data present. All of the former create a uniform and homogeneous knowledge base without any anomalies. The diagram below illustrates an example of what explained above.

DATA COLLECTION LAYER

This layer uses special adapters to interface with different management systems to acquire the data needed to calculate the indicators (for example, Incident, Problem, or Service Request data from trouble ticketing systems, Change Request data from M&C or Delivery tools, Network & Application Monitoring system alarms, configuration data items from CMDB or asset management, etc. ...). Integration of data sources is based on local or remote (and therefore non-invasive) adapters (files, accesses to DBs, APIs, etc ...) with respect to the sources. The configuration of the adapters and therefore source integration do not require code development and can be managed extremely quickly.

This level has three areas:

- **Raw Area:** this represents the part of the elements that constitute elementary data imported from other systems (trouble tickets, inventory, delivery, etc ...);
- **Reconciliation Area**: this is the area in which it is possible to group homogeneous elements in a logical manner;
- **Staging Area:** this refers to what has been imported by the system but does not yet fall within the scope of SLAM+. The raw data has been imported and grouped as necessary, to form a homogeneous group of entities.



If we examine this layer in more detail, we can see that it consists of one or more raw data elements, imported via a connector, and reconciled (if necessary) according to specific rules guaranteed by the reconciliation area.

DATA INTEGRATION LAYER

There are two areas foreseen for this level:

- **Configuration Area**: this is the system and customer configuration area. The contract SLAs, calculation periods, customer property etc., are defined in this area;
- **Catalogue&Items Area**: this is the area that contains the data of the various catalogues and contract applications

It is the heart of the system as it connects between the raw data level and the final presentation.

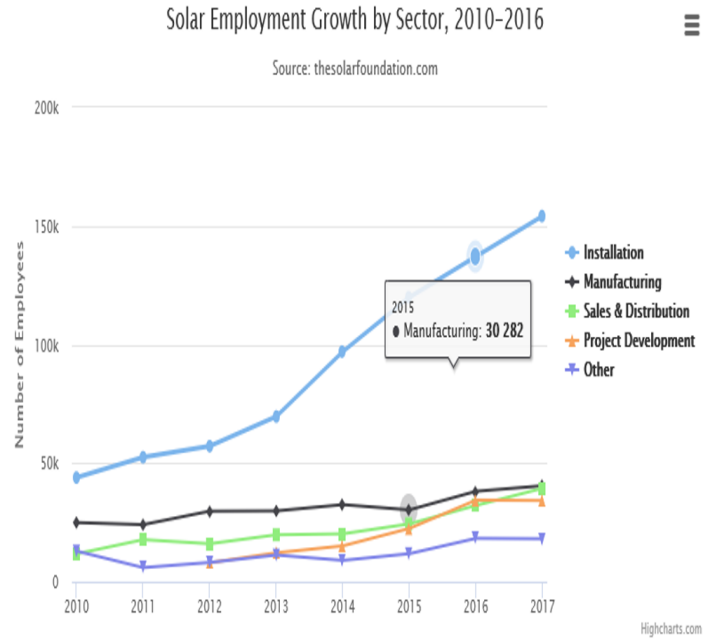
REPORTING LAYER

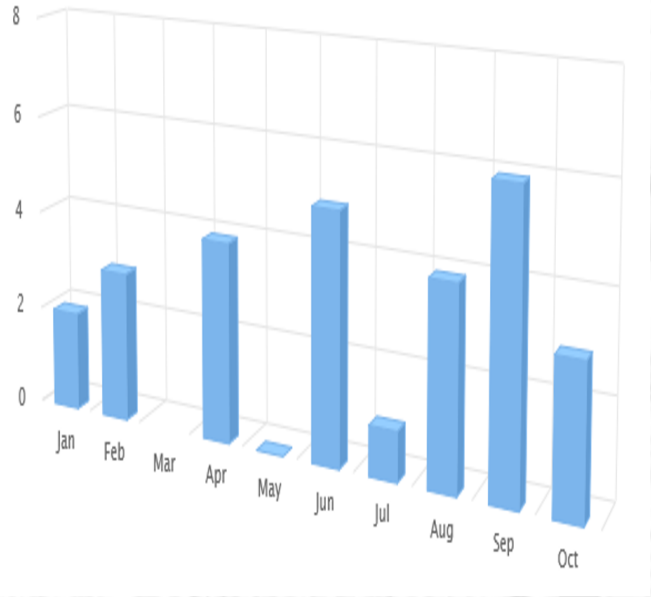
There are several areas foreseen for this level:

- **Engine Area:** this is the area designated to the algorithmic calculation of SLAs;
- **Reporting Area**: this represents the area that allows the display of SLA reports and publication to the Customer;
- **Custom Reports Area**: this is the area that allows you to configure non-standard reports for a specific Customer

As already mentioned above, it is the layer that represents the access portal to reports customisable with the Customer's Layout (logo, corporate colours, language, etc.).

Below are some examples of the charts used.





SOME CUSTOMERS USING SLAM+

TELECOM SERVICE PROVIDER FOR OIL & ENERGY CUSTOMER

The request included the realisation of a public portal (access restricted by ACL authorisations) *https://www.fastinventory.it* that would allow the customer and group to view the network asset and control the SLAs and the trouble tickets. The system allows the creation of trouble tickets or change requests via an interface configured according to the customer's technical capability, which are forwarded via email to the management structure. The trouble tickets are then imported by the Remedy system and consistency data is recovered from our asset inventory system.

CONSIP: SPC TENDER

The project envisaged the realisation of a SLA management system that would allow the monitoring of all SLAs in relation to the Consip public connectivity contract. 44 new KPIs were created for the 14 services foreseen by the call for tender regarding Assurance, Provisioning, Performances, etc. The delivered system passed two different control phases, both by the Customer's operators and by Consip.

MULTINATIONAL ACOUSTIC SOLUTIONS

The project consisted in monitoring the Customer's network and alarming the map when any predetermined threshold is exceeded.

MULTINATIONAL GAS INFRASTRUCTURE

The project consisted of collecting the incoming data from the NIMS+ monitoring system and providing a graphic output on the range of occupancy of the various links and the saturation percentages of the ports with the most traffic. Due to the huge amount of incoming information, the request entailed the generation of graphic outputs only, without the element detail charts.

SLAM+

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Clear Axess SAGL
Via alla Campagna 4
6900 Lugano
CHE-458.932.791

www.clearaxess.com