

## Highlight brings quick and easy Service Level Management (SLM) reporting to the Managed Service Provider Market



## SLA Now

Accurate SLA Reporting

As a Service Manager, you know that there can be a great deal of disagreement surrounding service performance and availability. Sharing factual, unbiased performance data removes communication issues and enables service providers and their customers to work together. **Our goal is to improve this trusted partnership through Highlight's new SLA Now feature.**

Our simple, easy-to-understand SLM reporting can be used as part of your monthly performance report to senior management and/or your customers to demonstrate service availability.

At your fingertips, these quick to run reports can be overlaid with Incident, Change and Problem Management information to mitigate or explain Service Level Agreement (SLA) breaches and provide an accurate reflection of service availability for the time period you define.

At Highlight, we understand how important the customers' perception of service success is for you. When SLA information can be easily retrieved and quickly reported on, your customers' service experience is greatly enhanced. Unlike other Cloud or On Prem services which often require you to transpose your data from one system to another, we continuously strive to make the measuring and monitoring of services quick and easy to view and report on.

Customers often invest in third-party tools to capture SLA performance data, which may report a contradictory measurement of performance. The adoption of this service measurement approach can lead to information being reported in a way that is unequal to the experience of end users.

Having a shared, unbiased and transparent single source of service performance enables you and your customers to have the same understanding of issues and thereby work on improvements to ensure the service performance meets or exceeds expectations.

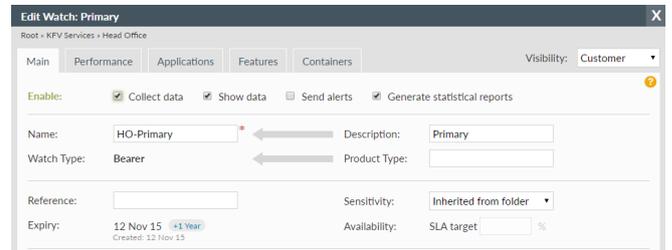
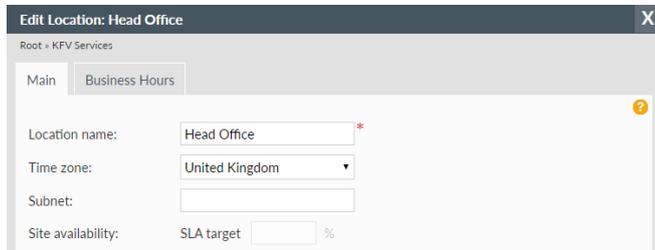
**“No longer your data or my data - it's just the data”**



# How Highlight delivers Service Level Management Reporting

**1** We engage with you to agree the partner or customer folders to which the SLA Now feature will be enabled.

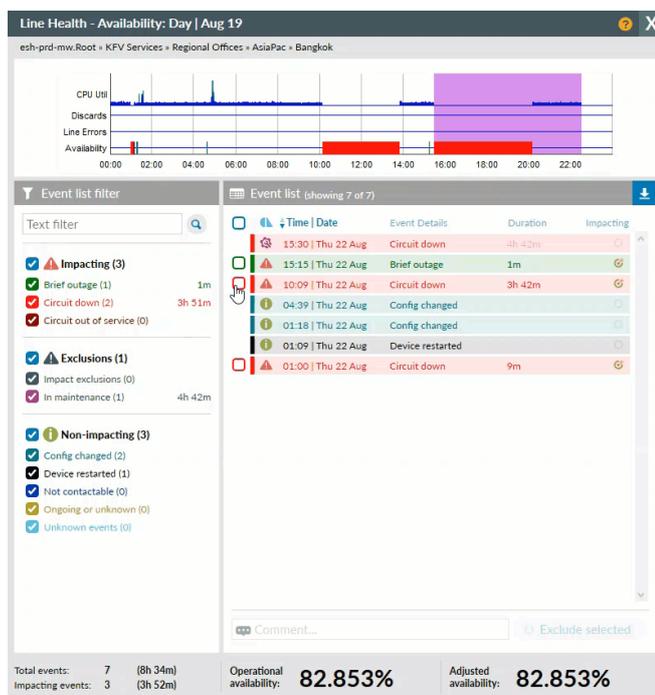
**2** You associate your agreed SLA for that service against each watch at a location or against the location folder (in the case where a site SLA has been agreed).



To facilitate a mass update, please speak to our Operational Support Team who can work with you to create and process a bulk update file.

**Service Maintenance Windows:** During any month, you may need to take down a service for maintenance or implement a change. In this situation you must set the maintenance window to ensure that the true availability figure is not impacted by this service maintenance window. Please refer to our [Help & Support Centre](#) for more detailed information on Maintenance Windows.

## See SLA in near real-time through Line Health



After an event has occurred, such as a circuit being down, it will appear in the Event list on the Availability dialogue box. Based on this information Highlight calculates the operational and adjusted availability to reflect accurate and unbiased availability information.

With SLA Now, you can exclude events that caused outages from the adjusted availability if that event should have been a maintenance window or was not a failure by the Service Provider. Examples of a non-SLA impacting event could be local power outages at the location, customers turning off the routers without notifying the Provider or events caused by on-site personnel.

It is these types of events that if not excluded from the SLA calculations would cause the SLA for the service to fail. When these factors are taken into account and excluded, the service passes the SLA with the agreed adjusted availability figure. Exclusions also require mandatory comments which are visible to everyone and are tracked in the audit log.

## Schedule SLA Compliance Reports and be proactive

Location	Availability			Outages	Site Availability		
	Actual	SLA target	SLA breach		Actual	SLA target	SLA breach
(LDN) Router 1	62.968 %	95.500 %	143:48:00	163:42:00	100.000 %	99.000 %	N/A
(LDN) Router 2	100.000 %	95.500 %	N/A	00:00:00	100.000 %	99.000 %	N/A
(MAN) Router 1	1.814 %	98.000 %	424:16:00	433:06:00	2.228 %	99.000 %	427:46:00
(MAN) Router 2	0.215 %	98.000 %	432:15:00	441:06:00	2.228 %	99.000 %	427:46:00

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At the beginning of any month, run the SLA report against the previous months data to see the site and service figures:

- The Actual Availability recorded
- The SLA target set for the watch
- The calculated HH:MM:SS of any SLA breach

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Having received and reviewed the SLA report, if any service breached the SLA target that you know should NOT have done, you can go back to Line Health's Event listing and exclude the outages that you know should have been non-impacting and then rerun the SLA Compliance report for the period.

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Or schedule the SLA report to be emailed to you each month so that you have the report in your inbox first thing Monday morning.

All reports can be downloaded as a DOCX or CSV file for you to add in any corroborating Incident, Change or Problem Management information.

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Export the report and now you have an SLA Compliance Report ready to be sent to the customer for your Service Review.



See what Craig, our Technical Account Manager, has to say about SLA Now and its capabilities