You can use service level management (SLM) to define, monitor and optimize IT services you have agreed with your service customers in service level agreements (SLAs). SLM thus bears responsibility for the provision and availability of services based on the customer-specific SLA and must prove at all times that the contractual terms and conditions are complied with. A high degree of transparency on the relationships and dependencies, right down to individual infrastructure components, is vital in monitoring business-critical IT services. You also have to ensure that you are alerted immediately about impending violations of SLAs so that you can take rapid action.

**Valuemation enables you to**

- Enhance customer satisfaction by ensuring understandable and measurable services and compliance with them
- Negotiate services better, because it’s easier for you to compare the prices of internal and external providers on the basis of standardized services
- Simplify service controlling, since you can measure and control the delivery quality of providers comprehensively on the basis of SLAs
- Increase efficiency in service delivery thanks to clearly defined services and prioritization of them on the basis of agreed service levels

Monitoring of service availability, agreed service levels and the volume of tickets
**Conclusion of Service Level Agreements (SLAs)**

You can use the Valuemation Service Level Manager to agree individual services with your customers. Sales can use the service templates from the standardized service portfolio to generate customer-specific variants (service instances). Details are described as part of that, such as service parameters (e.g. capacity of the e-mailbox, support level, place of performance, etc.), service attributes and options (e.g. the service level “Gold,” “Silver” or “Bronze”), the customer-specific price model and the agreed quantity and quality of service requests by end users. The customer-specific service instance is finally used to create entries for individual service call-offs in the service catalog and so to make them available to the end users. Subsequent service request fulfillment can be controlled and largely automated with the optional module Valuemation Service Request Manager.

**Monitoring of Service Levels**

Service monitoring allows you to furnish reliable proof of the contractually agreed services and document them in an audit-compliant manner. To monitor service availability and compliance with the SLAs, the service structure is transferred by means of an interface to the optional Valuemation Service Monitoring Manager (which is based on ZIS-System). There you monitor compliance with SLAs and their service parameters (target values) in real time with the aid of insightful KPIs. In this way, you can identify impending violations of SLAs early on and avert them before service outages occur. As a result, you ensure maximum service availability and avoid contract penalties. In troubleshooting, you place top priority on ensuring the availability of key, mission-critical business processes in accordance with the agreed service levels. In the event that the terms and conditions of an SLA are not met, you will receive information about the time and length of the outage and the resulting costs (such as a contract penalty for non-performance).

**Proof of Services**

In Valuemation, you aggregate monitoring data on service availability and pool it with data on SLA compliance in service operations (such as ticket handling times). You require both sets of data to provide evidence of service delivery in compliance with the SLA and ultimately for charging services in compliance with it, for example with the optional Valuemation Costing & Charging Manager. To do that, you automatically transfer the quantity of consumed services and the defined pricing models per customer (service instance) from the Valuemation Service Level Manager. You can then transfer the service costs to be charged per instance to external systems (such as SAP) for invoicing.