

**COMARCH**



**COMARCH**  
**SLA MONITORING**

A hand holding a pen over a document, with a blue overlay. The background is a blurred image of a hand holding a pen over a document, with a blue overlay. The text is white and centered on the page.

Comarch SLA Monitoring allows telecom operators to define and monitor services and related SLAs (telecom Service Level Agreements), increasing customer satisfaction and minimizing losses resulting from SLA complaints.

A telecom SLA defines a set of specific services tuned to the needs of a given customer, along with quality parameters that can be technical (e.g. measured service availability) or organizational (e.g. reaction time, notification time). SLAs can also define rate reductions and discounts that are applied when a service provider fails to meet the desired service parameters or does not fulfill an agreement. Under the general terms of a telecom SLA, service infringements significantly reduce the revenue from specific services.



## TELECOM SLA MANAGEMENT FUNCTIONALITIES

- **Support for the entire SLA signing and fulfillment process**, starting from SLA product definition, through signing an agreement and attaching it to existing services, up to SLA fulfillment monitoring and settlement
- **Service design** – definition of new service types that includes service type definition, assignment of appropriate types of network resources and definition of the service-level performance metrics calculated from the network performance data
- **Service inventory** – definitions of all the services provided by the operator including creation of new services according to the defined service types, assignment of required network resources and management of service inventory
- **Service health monitoring** – based on network fault data that involves near real-time analysis of business impact of network faults, near realtime overview of service condition and generation alarms in case of service problems
- **Service performance monitoring** – based on network performance data and calculation of service-level performance metrics
- **Service reports generation** – based on service inventory contents, service health data, service performance metrics, predefined and ad-hoc reports and scheduled report generation
- **Off the shelf integration with Comarch Fault Management** for fault events collection and **off the shelf integration with Comarch Network Performance Management** for performance data (KPIs) collection

- **Easy integration with CRM or sales support solutions**, allowing operators to quickly and easily update changes to a customer contract. The system uses subscriber lists that are common in CRM systems, enabling operators to immediately change information on customers. An intuitive graphical user interface allows introducing even complex agreements quickly
- **SLA reports generation** – the system is equipped with standard as well as specialized sets of template dictionaries that include ready-to – use SLA parameters; dictionaries can be extended by generating new templates; the reports are fully customizable
- **SLA templates definition and management** – the system supports multiple SLAs assigned to the single service, detects problems with the fulfillment of each SLA agreement, performs steps to facilitate rapid decisions to minimize losses coming from SLA discounts, and prevents similar SLA infringements in the future
- **SLA lifecycle management**

## MAIN BENEFITS

- **Real – time SLA fulfillment** monitoring
- Infrastructure and business service monitoring enables **fast identification and solving of problems**
- Escalation mechanisms enable **rapid notification in case of SLA infringements**, reducing potential losses
- SLA priority features **optimize decision processes** resulting in the reduction of losses
- Powerful **reporting functionalities** that include on-demand and scheduled generation of reports
- Ready-to-use **predefined SLA templates** for the most common Service Levels
- **Open architecture**

## THIS PRODUCT IS A PART OF

- B2B Offering Management
- Comarch Next Generation Service Assurance

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## ABOUT COMARCH

Comarch is a provider of complete IT solutions for telecoms. Since 1993 the company has helped CSPs on 4 continents optimize costs, increase business efficiency and transform BSS/OSS operations. Comarch solutions combine rich out-of-thebox functionalities with high configurability and are complemented with a wide range of services. The company's flexible approach to projects and a variety of deployment models help telecoms make networks smarter, improve customer experience and quickly launch digital services, such as cloud and M2M. This strategy has earned Comarch the trust and loyalty of its clients, including the world's leading CSPs: Vodafone, T-Mobile, Telefónica, E-Plus, KPN and MTS.

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