creaNORD

ECHOVAULT™
SLA Delivery
Attractive Performance and SLA Compliance Reporting

Integral part of True SLA Solution

EchoVault SLA Delivery

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EchoVault SLA Compliance Reporting

EchoVault SLA Delivery empowers you to automate monthly SLA Compliance and Performance Reporting. SLA Delivery provides solid SLA reports in spreadsheet format and comes with full report creation and approval support.

With EchoVault SLA Delivery you're strengthening customer loyalty with reports that make sense. Monthly SLA report can be built to meet detailed requirements of the service contract. This flexibility is much appreciated by the service and key account managers etc. Automation and workflow optimized user interface brings operational benefits saving valuable time previously lost in manual and cumbersome reporting tasks. Compliance reporting can also be used internally for example in executive-level service quality and performance overview reporting.

Monthly SLA reports are automatically created, with an option to add out-of-service maintenance windows and recreate. Further, the solution automatically emails the reports to selected recipients and online SLA report archive makes it easy to find the report you're after. A complete solution for your SLA Delivery.

Features

- SLA Compliance, Performance and Executive reporting
- Report builder, content configurable per customer including logos
- Optimized workflow for report approval and delivery
- Customer Portal publishing
- Email delivery for publishers and customers
- Online SLA Report archive

Highlights

- Prove your SLA Compliance and deliver service reports that make sense
- Configurable reports per customer: Select SLA objectives and KPIs to show
- Sound and efficient reporting for each and every EchoVault data source