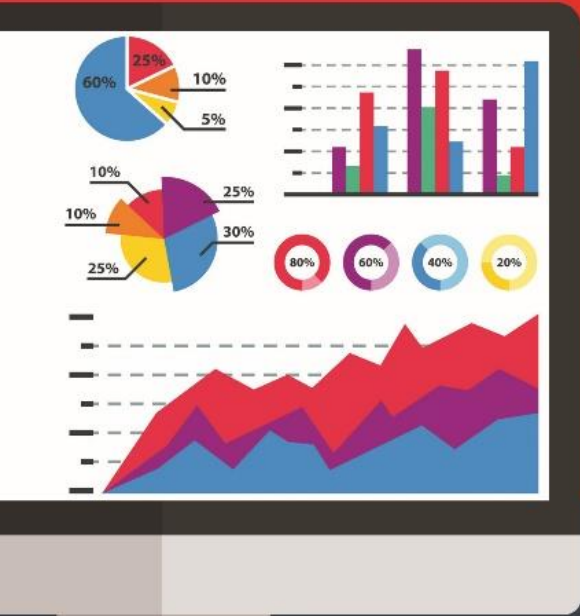


HOW TO ATTAIN A BETTER SERVICE LEVEL AGREEMENT



A service level agreement or SLA sets the expectations between the service provider and the customer and describes the products or services to be delivered, the single point of contact for end-user problems and the metrics by which the effectiveness of the process is monitored and approved.

*definition from Gartner IT Glossary

Gartner®

recommends that SLAs be reviewed on at least an annual basis to ensure that the content is still valid for the business and consistent with technical capabilities

*Gartner's Strategic Analysis Report, "A Guide to Successful SLA Development and Management"



IDENTIFY

what the company needs and steer a well-defined purpose for every software package



GET REPORTS

based on actual use of licenses and decide how many new licenses do you truly need to purchase next



GET ADVISE

from your legal department to review the contract and involve them in the process



DEFINE TERMS

that are unfamiliar to you on the contract and make queries upfront so nothing is left unclear



CUT SURPLUS

licenses, optimize license agreements, and improve vendor negotiation with accurate usage data



NEGOTIATE

the price, get discounts and tame maintenance costs by revisiting old software contracts

25%

of savings will be achieved by enterprises that implement software usage capabilities

*according to the ITAM Review: Software Usage Monitoring

Don't forget! After signing an SLA, demand a signed copy from your technology vendor right away. Always make sure you have the signed copy so that if something unexpected happens, you have documents to back you up.



Learn more about how Open iT can help your company to maximize benefits from your engineering software investments.

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