



Rethink automation.



Manage SLAs Proactively With UC4 Service Level Governor

Today's enterprise IT environments are rapidly growing in size and complexity. With IT departments often handling a combination of legacy systems, in-house applications, Web services, virtual machines, and cloud environments, managing service level agreements (SLAs) has become increasingly difficult and time-consuming.

“With UC4 Service Level Governor, we lowered operations costs by more than 20%, cut our penalties by 86% in the first three months, and can now deliver the promised services on time, every time.”

CTO, Financial Service Provider

Because of this complexity, managing SLAs cost-effectively requires a degree of IT flexibility that can only be achieved through extensive automation. Such automation must be able not only to manage known processes and events, but also to detect emerging patterns in real time and respond rapidly before they result in SLA violations. In short, what's needed is an intelligent automation platform.

This is exactly what UC4's SLA Governor solution offers. By combining real-time monitoring and analysis of business and IT processes with intelligent decision making, it delivers consistently higher service levels and increases customer satisfaction.

With UC4 Service Level Governor you can:

- Manage your service levels proactively and in real time to deliver the highest quality of service.
- Orchestrate business processes, applications, and infrastructure through a single pane of glass.
- Automatically and predictively provision and de-provision IT resources to deliver the desired service levels at the lowest possible operational costs.
- Stay informed about costs in real time, so you can take action to avoid costly SLA violation penalties.
- Deliver great service that keeps your customers happy.

Key capabilities of UC4 Service Level Governor include:

- Monitoring processes end-to-end, detecting errors, and automatically fixing them in real time.
- Sending out preemptive alerts for predicted SLA violations and taking automated action to prevent them.
- Comparing different scenarios for resolving conflicts and choosing the lowest-cost option.
- Analyzing trends and displaying the results graphically to help you identify errors and detect root causes of problems.

How It Works

UC4 Service Level Governor helps your systems perform optimally, both by avoiding errors and by analyzing the root causes of any errors that do occur. The solution's automated, predictive decision making optimizes the performance of your IT infrastructure and service delivery, while providing a real-time overview of SLA status that keeps you apprised of everything that's going on across the enterprise.

UC4 Service Level Governor includes three tools to help you create, define, and track your service levels: an SLA management wizard, an SLA monitoring dashboard, and an SLA reporting and advanced analytics dashboard.

SLA Management Wizard

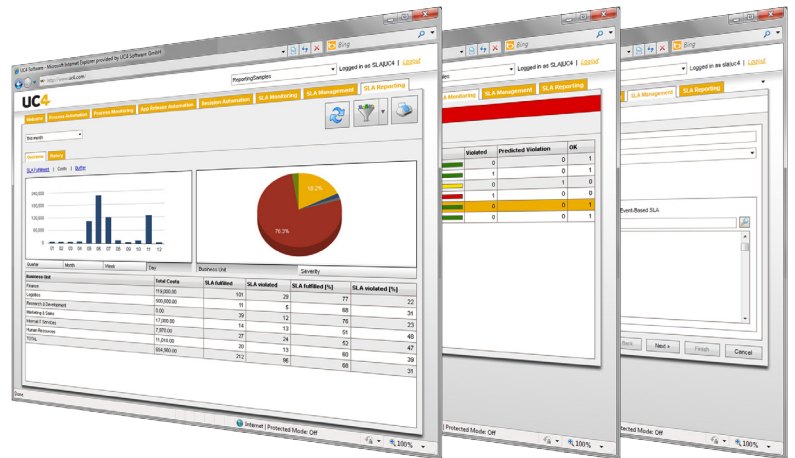
The service level management wizard offers a customizable overview of all your defined SLAs and lets you easily add, edit, and remove them. You can create new SLAs within minutes, defining runtime conditions, costs, and notification conditions. For new SLAs, you can choose between process-flow SLAs, which specify how particular processes are to work; and event-based SLAs, which watch for the arrival of an event (e.g., a file) at a specified time. You can easily group SLAs by assigning them to different business units, and you can govern dashboard access rights and rule visibility through customized user roles.

SLA Monitoring Dashboard

The SLA monitoring dashboard provides a comprehensive status overview for all SLAs. Convenient color codes tell you SLA status at a glance, with violations flagged in red, predicted violations in yellow, and SLAs with no problems shown in green. Filtering capabilities let you customize the dashboard to see only what you're interested in—for example, active SLAs only.

SLA Reporting and Advanced Analytics Dashboard

The SLA reporting and analytics dashboard tracks the fulfillment or violation of SLAs over an extended time period, like quarterly or yearly. Different report types—such as an SLA Fulfillment Report, Cost Report, and Buffer Time Report—aggregate specified SLA information and improve traceability to help you to comply with audits.



An easy-to-use SLA management wizard lets you easily define rules for process-flow and event-based SLAs and manage them based on delivery time and costs. Early alerts that predict potential problems in advance enable you to act in time to avoid penalties.

Optimize Performance and Service Delivery; Lower Costs

The UC4 Service Level Governor solution rapidly identifies and solves problems with its predictive and automated pattern-recognition and decision-making capabilities. Comprehensive dashboards provide a real-time overview of all SLAs and simplify the task of managing them.

UC4's powerful Complex Event Processing engine is a key part of the solution. Able to analyze thousands of events in real time, it applies its pattern-recognition and error-analysis capabilities to identify and determine the root causes of any failures and take automatic corrective action.

With the UC4 Service Level Governor, you can have it all: creating and monitoring SLAs, delivering on your SLA commitments, optimizing your operational costs, and maintaining full audit compliance.