

Service Level Management

To manage a strong IT infrastructure using MAX Everest to ensure your business availability, you have already laid the foundation to take your IT management into the next level of customer satisfaction-assuring service level agreements (SLAs).

MAX Everest constantly monitors your IT infrastructure and ensures your business availability. The Service Level Management module takes your IT management into the next level of customer satisfaction, assuring service level agreements (SLAs).

SLA Management Views

MAX Everest SLA comes along with SLA Management Views and ability for users to configure their own reports and views. These reports include trending, pattern, and summary analysis to analyze the past behavior and predict the future behavior. Everest improves your operational efficiency by enabling you to generate Auto Reports, convert the reports into PDF, and email the reports to any recipient. The SLA module tightly integrates with the various types of data collected for performance monitoring of your network, servers, and applications and also with the end-to-end user emulation monitoring.



Notification, Escalation, and Acknowledgement

MAX Everest enables you to be notified in cases of events or SLA breaches. MAX Everest provides multiple mechanisms like Email, SMS, Beep, System Batch File Notifications, and SNMP Trap. With its powerful multi-grouping mechanism in notification coupled with the correlation technologies, MAX Everest sends notifications to your network operators and multiple hierarchies and at the same time to your customers ensuring higher levels of customer satisfaction. The escalation and acknowledgement features ensure that the critical alarms are addressed by the operators in time, ensuring the high service levels promised to the customer.

Using the powerful thresholds and notifications mechanism, Everest also helps IT managers proactively track their service levels and ensure that they not only meet the committed service levels, but also exceed them to gain customer satisfaction. After all, customer satisfaction is very vital in today's competitive environment. On the other hand, enterprises may also want to monitor the service levels committed to them by their vendors and service providers. Here, as always, Everest also proves indispensable.

Everest allows you to provide straightforward accountability to your SLAs. Its proactive SLA monitoring alerts you whenever the predefined parameter falls below the specified thresholds. Your customers can access to real-time service level agreement (SLA) compliance reports, allowing you to communicate the quality of your service to your customers effectively.

