

## Use Case:



# Minimization of Penalties

through Centralized SLA Management

## Problem Statement:

**In the fast-paced telecom industry, service level agreements (SLAs) define the expectations between service providers, customers, and internal teams.**

Agreements are critical for maintaining customer trust, preventing service disruptions, and avoiding severe penalties. However, manual tracking and management of SLAs, especially in complex environments with multiple services and vendors, often lead to discrepancies and delayed responses, risking SLA breaches and the associated financial and reputational consequences.

## Solution Overview:

**TechNarts' SLA management solution offers a comprehensive way to ensure the fulfillment of SLAs and prevent costly violations.**

- **Accurate SLA Computation:** Provides 100% accurate SLA computations using outage data and time series analysis, guaranteeing precise tracking of agreed service levels – even when accounting for force majeure events like natural disasters or regulatory issues.
- **Automated, Transparent Reporting:** Delivers clear, real-time insights into service availability, key quality metrics, penalties, and customer bonuses, helping operators monitor performance and act promptly when SLA thresholds are at risk.
- **Proactive Threshold Detection:** Alerts operators to deviations from predefined performance benchmarks, enabling early intervention to maintain service excellence and avoid breaches.
- **Third-Party Integration:** Seamlessly integrates with third-party systems for smooth, centralized monitoring of all services.

## About TechNarts

TechNarts is a leading **OSS provider** with deep expertise in telecom software **since 2007**. Through its **NART OSS Suite** product family, it delivers modular, future-proof solutions for **Resource Management, Network Assurance and Network Fulfillment & Orchestration**. Its systems align with **TM Forum's ODA and Open APIs**, helping operators boost service reliability, optimize resources, and accelerate digital transformation.

## Result:

**By leveraging this solution, operators optimized service delivery, enhanced customer satisfaction, and safeguarded against penalties.**

- **Reduced SLA Penalties:** 99.6% decrement in SLA penalties via automated calculation.
- **Accurate Computations:** 100% accurate SLA computations, minimizing violation risk.
- **Better Decision-Making:** Automated, transparent SLA reporting improved decisions.
- **Service Excellence:** Proactive threshold violation detection ensured service excellence.
- **Centralized Integration:** Streamlined third-party integration for centralized SLA management.
- **Higher Customer Satisfaction:** Consistently meeting commitments improved satisfaction.