



ISOLTX -SLA™

and

Service Level Agreement (SLA)

Management

Article Written by:

Nico Snyman

Founder and Chief Executive Officer (CEO): Crest Advisory Africa (Pty) Ltd

MBA, Fellow-IRMSA, M.I.S

PECB: Lead Auditors Accreditation:

ISO 22301, 31000, 27001, 18788, 19600, 9001, 14001, 45001, 37001, 55001,
22000, 28000, 13485, 30301

Advanced Auditing Techniques (AAT) and Internationally Certified Train the Trainer

Table of Contents

Introduction	2
ISOLTX and Service Level Agreement (SLA) Management.....	2
Future Proof your SLA Management with ISOLTX-SLA.....	3
Mobile Application for ISOLTX-SLA™ Compliance	3
The Way forward:.....	4
Contact ISOLTX.....	4

Introduction

Service Level Agreement (SLA) are one of the most critical relationship and engagement documents for any company to enter into. The process of arriving to the final SLA is normally a tender process, a full proposal process, a full tender evaluation process, approval process in terms of the Delegation of Authority (DoA), the appointment process and then the start of the implementation.

And then this fantastic process is a shelf document. Nobody manages it, they manage the relationship and not the contents of the SLA, which was formally agreed to.

With a number of SLA's, a company starts to be in such a state of disorganisation, lack of controls and eventually, the non-performance of a Vendor, starts to be the New Norm. The saying, **“What you tolerate you can't change”** (Helene Blom: CEO GTAIB: 2019) is so descriptive and so true.

ISOLTX and Service Level Agreement (SLA) Management

ISOLTX-SLA™ has been developed with the future of SLA management as a priority. For the developers of this system, to have been working on one of the biggest projects globally, we have been exposed to hundreds of SLA's and each of these SLA's had its own uniqueness regarding deliverables, monitoring, measurement, analysis and evaluation. This had a direct impact in the certification of work completed and on the payment milestones.

Without a proper SLA management system with performance indicators, this whole process was chaos and at the end of the day, the project closed out, but there were over 400 SLA disputes which needed to be finalised. 3 years later, and a lot of legal costs, all the parties settled out of court. The only winners were the legal teams.

ISOLTX-SLA™ has learned from this and the team has implemented various control measures to specifically configure SLA's for the effective and efficient management of SLA's. This is a Unique Value Proposition (UVP) for any company to have access to this system and to capture their SLA deliverables and other performance requirements.

It has been proven, with the implementation of the ISOLTX-SLA™ Methodology, the software pays for itself, through performance deductions and through the implementation of good governance principles.

Future Proof your SLA Management with ISOLTX-SLA

The ISOLTX-SLA™ software has proven to be a unique service offering to our client globally. With the ISOLTX-SLA™ software we created a future proof software which will grow with your company, whether vertically or laterally. The Vendor Management module is specifically configured to ensure that every clause of the SLA is documented, analysed and configured to measure the drive to compliance and to detect early warnings within the SLA management process.

ISOLTX-SLA™ has the best of the global systems, such as the BowTie technique system, we are specialists in Checklists development and configuring to the Clients needs and to ensure that the enterprise can monitor, measure, analyse and evaluate the state of SLA at any given moment, thus as close as possible to real time reporting as can be.

With ISOLTX-SLA™ Artificial Intelligence (AI) and Machine Learning (ML) functionalities and a full Research and Development team, **ISOLTX is not a software, we are an essential Business partner.**

Mobile Application for ISOLTX-SLA™ Compliance

ISOLTX-SLA™ has a uniquely developed Application (App) with all the requirements to ensure that wherever the Vendor is, that they can upload evidence, whether photos, videos, voice notes, etc.

All of these are used to ensure that the SLA are managed as intended.

The Way forward:

ISOLTX-SLA™ drives **Performance and Certainty**. ISOLTX-SLA™ software has been developed by two (2) industry leading partners, specialising in internationally recognised and accredited [Training, Advisory Services](#) and [Management System Certification \(MSC\)](#) entity specialising in Management Systems, whether ISO (Internationally), to King IV or Sorbian Oxley (SOX). The second party is a leading University with all the R&D and technical skills needed to build and configure your specific needs.

ISOLTX-SLA™ is part of the CAA offerings as a [Platinum Accredited Partner](#) of the Professional Evaluation and Certification Board (PECB), based in Canada, under licence of the International Accreditation Service (IAS) (California). This Elite status and accreditation represent the professionalism CAA addresses every assignment.

We provide all the various end to end services to drive business, which includes a variety of [Management System Toolkits](#), specifically designed for each standard.

Contact ISOLTX

ISOLTX can be contact on:

Email info@isoltx.com

Website www.isoltx.com