

MERCURY SERVICE LEVEL MANAGEMENT

IT Operations teams and service providers use Mercury Service Level Management™ to manage service levels and provide SLA-compliance reporting for complex business applications in distributed environments.

Are you able to proactively manage service levels from the business perspective? With Mercury Service Level Management, the answer is yes. You can:

- Define realistic, quantifiable availability and performance objectives that reflect business goals.
- Measure performance and availability as experienced by end users.
- Maintain a hierarchical catalog of business services mapped to customer service-level agreements (SLAs) and to underlying applications and infrastructure.
- Isolate and resolve performance problems before service-level objectives are breached.

Mercury Service Level Management enables you to maximize return on investment (ROI) and profitability by delivering more consistent, predictable performance levels.

HOW IT WORKS

End-user performance metrics are collected by Mercury Service Level Management to:

- Define, track, and manage service levels that meet business objectives.
- Measure system service levels for availability and performance, and map them to business services for managing equivalent infrastructure-centric operational-level agreements (OLAs).



Mercury Service Level Management defines business-centric service levels so you can align IT with business priorities.

Mercury Service Level Management leverages the underlying foundation of Mercury's Universal CMDB. It uses service dependency mapping to gain visibility into relationships between business services, applications, and infrastructure. The process begins by examining performance trends and setting baselines for a variety of business goals. These baselines enable IT to establish realistic service-level objectives for availability and response times for the different subsidiaries, geographies, or organizations they serve. In addition, Mercury Service Level Management measures other key performance indicators (KPIs), such as volume of users and mean time to repair (MTTR).

Mercury Service Level Management enables you to compare actual application performance to business goals in order to:

- Determine whether or not business requirements are being met.
- Send alerts when performance is in danger of falling below the agreed-upon service levels, potentially saving money by avoiding SLA financial penalties.
- Map SLAs to the underlying OLAs and underpinning contracts to see which infrastructure tiers impacted end-user service-level achievement.

Mercury Service Level Management also enables you to aggregate all of your service-level data, and automatically generate customized reports. You can:

- View high-level summaries, as well as detailed reports on specific activity for select time periods.
- Use trending information to determine whether service levels are improving, declining, or remaining consistent.
- Analyze service outages broken down by internal and external providers to allow better resource allocation and team accountability.

It covers key functional service-level management requirements such as:

- Flexible handling of planned downtimes for correct reflection on SLA measurements.
- Facilitating creation of agreed-upon definition of outages.
- Real-time alerts and/or events on SLA breaches.

Mercury Service Level Management provides wizards for easy, guided definition of realistic, quantifiable availability and performance objectives that reflect business goals; measure performance and availability as experienced by end users; and isolate and resolve performance problems before service-level objectives are breached.

This Mercury offering seamlessly integrates with Mercury IT Governance Center™ to further extend the automation of service-level management for business services. Together, the solution delivers a digitized and enforceable end-to-end process for business service-level management on-boarding. Requests for monitoring, contracting of SLAs, and subsequent monitoring based upon the contracted service levels provide for rapid, automated provisioning of service-level management for business services.

Mercury Service Level Management is the industry's most flexible offering and can include any combination of the following:

- End-user SLM using Mercury Business Process Monitors™.

- System-centric SLM using Mercury SiteScope® or other third-party system monitors.
- Integrated SLM that correlates end-user experience with enabling infrastructure tiers.
- In-house deployment for internal monitoring and control.
- Mercury Managed Services offers an independent third-party service-level view and speeds deployment.

MERCURY BUSINESS AVAILABILITY CENTER

Mercury Service Level Management is integrated with Mercury Business Availability Center™, an integrated set of software, solutions, and best practices for monitoring and managing business applications and systems.

MERCURY BTO ENTERPRISE

Mercury BTO Enterprise™ is the industry's first software and services suite that ensures the business outcome of IT. Unlike other offerings that focus on improving internal IT processes, Mercury BTO Enterprise automates and integrates the strategic touch points between business and technology to ensure that IT investments produce the intended outcome. With Mercury BTO Enterprise, you can shift your focus from managing IT projects to optimizing business outcomes.

FEATURES

- Define realistic, quantifiable availability and performance objectives that reflect business goals.
- Measure performance and availability as experienced by end users.
- Track service-level availability and performance both on a real-time basis and for offline planning purposes.
- Isolate and resolve performance problems before service-level objectives are breached.

BENEFITS

- Reduce costs by eliminating the need for manual, ongoing report generation.
- Maximize the availability of revenue-producing applications, thereby increasing the productivity of reservation agents.
- Reduce the level of effort required to produce and distribute service-level documentation.

MERCURY™

Mercury is the global leader in business technology optimization (BTO). We are committed to helping customers optimize the business outcome of IT.
WWW.MERCURY.COM