



IBM **Information Management** software

## Renewtek SLA Pulse

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### Partner Solution

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■ **Target Industry**

*Cross Industry*

■ **Business Application**

*Service Level Agreement  
Monitoring*

■ **Products**

*IBM FileNet Business Activity  
Monitor*

*IBM FileNet Business Process  
Analyzer*

*IBM FileNet Business Process  
Manager*

*IBM FileNet Content Manager*

### Business Challenge

Growing customer expectations in an increasingly competitive environment have brought service level monitoring to the forefront. This is true not only in outsourced environments, but those in which internal personnel need to deliver proof of performance to management and customers as well.

Service level agreements (SLAs) are binding contracts that formally specify end-user expectations about the service to be provided. SLAs obligate service providers to meet those expectations, often with penalties as a consequence should the expectations not be met. In today's environment of fast-paced business decisions, SLAs that demonstrate key performance indicators and service levels can be the difference between winning and missing a business opportunity.

Proper SLA management provides many benefits. For instance, SLA reports often reveal challenges within a business that can be addressed and corrected before problems arise. In addition, the availability of key indicators can meet many internal and external reporting requirements. Over time, an understanding of SLA performance can provide a "big picture" view of the business, which can support strategic planning and improvement efforts.

In the drive toward increased efficiency within the enterprise,

process automation has become the norm. To support that drive, service organizations, as well as internal service providers, need a mechanism for accurately monitoring their ability to satisfy SLA requirements.

### Solution

Built on the IBM Enterprise Content Management (ECM) suite of products, SLA Pulse enables service providers to define SLAs in terms of the enterprise working calendar and to apply those SLAs to actual business processes. This helps them more accurately define SLAs and monitor the progress of that work.

SLA Pulse provides a Web service component to set SLA functionality against a business process. The Web service is created as a process step and is accessible from within IBM ECM. Developers can then call SLA Pulse component functionality from within a business process. In runtime, SLA related events are created and logged by SLA Pulse, allowing IBM FileNet Process Analyzer to interpret the data and produce reports and analytics about the SLAs.

### Application Components

**Calendar Definition.** Each working environment operates on a specific calendar, which specifies what the working days and times are for that enterprise or that location within the



enterprise. The SLA Pulse work calendar identifies the working week for different sections within an organization, and is associated with a business process based on key user-defined properties.



**SLA Definition.** Having defined the calendar in which the work will take place, SLA must be defined based on the customer's agreed upon requirements and terms. SLA Pulse provides sophisticated means for defining SLAs to accommodate numerous methods of calculations.

**Process Analyzer Integration.** SLA Pulse maintains a status level against a business process so that reports generated within IBM FileNet Process Analyzer represent the current state of the service level agreement for each process item in progress. Reporting is provided by leveraging out-of-the-box capabilities of IBM FileNet Process Analyzer using three status values: "OK," "Approaching SLA," and "Exceeded SLA."

**User Interface.** The maintenance of calendars and SLA definitions occurs via a Web interface, with the associated data stored on a database outside the IBM domain. Access to the maintenance Web interface via URLs set in IBM FileNet Workplace, accessible only within IBM FileNet P8.

### Value Proposition

The business benefits of this solution are:

- Assists businesses in monitoring service level agreements (SLAs)
- Warns of impending SLA breaches
- Highlights problem business areas
- Improves internal and external reporting data

The technical benefits of this solution are:

- SLA can be defined in terms of calculated days or a specific duration in days, hours and minutes
- Provides sophisticated means to define SLAs to accommodate numerous methods of calculations
- Defines a new base class that handles stop/start processing for SLAs for seamless integration
- Enables easy customization and extension to the existing BPM installation

### Company Description

Renewtek is a technical consulting firm that specializes in helping companies develop quality innovative solutions on various platforms. Its focus is on the provision of hard-core technical skills for design and development of systems using new technology to either replace or renew (hence the name) existing applications. To learn more, visit [www.renewtek.com](http://www.renewtek.com).

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Printed in the USA

08-08

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