



# Service Management – News and Trends

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- Software vendors see their future more and more in Cloud, SaaS and MSP services rather than license business
- Overall, a company's major business growth potential is seen in the service area rather than with products
- Need for maximum agility and increasing competition forces companies to rely more and more on multiple service providers in an efficient partnership
- For all kinds of business, clearly defined and well-balanced service levels are mandatory to achieve the necessary business support at affordable cost
- Legally binding SLAs remain standard, however, they become more agile and the need for managing them properly increases significantly
- A monthly, retrospective SLA reporting does no longer meet today's needs



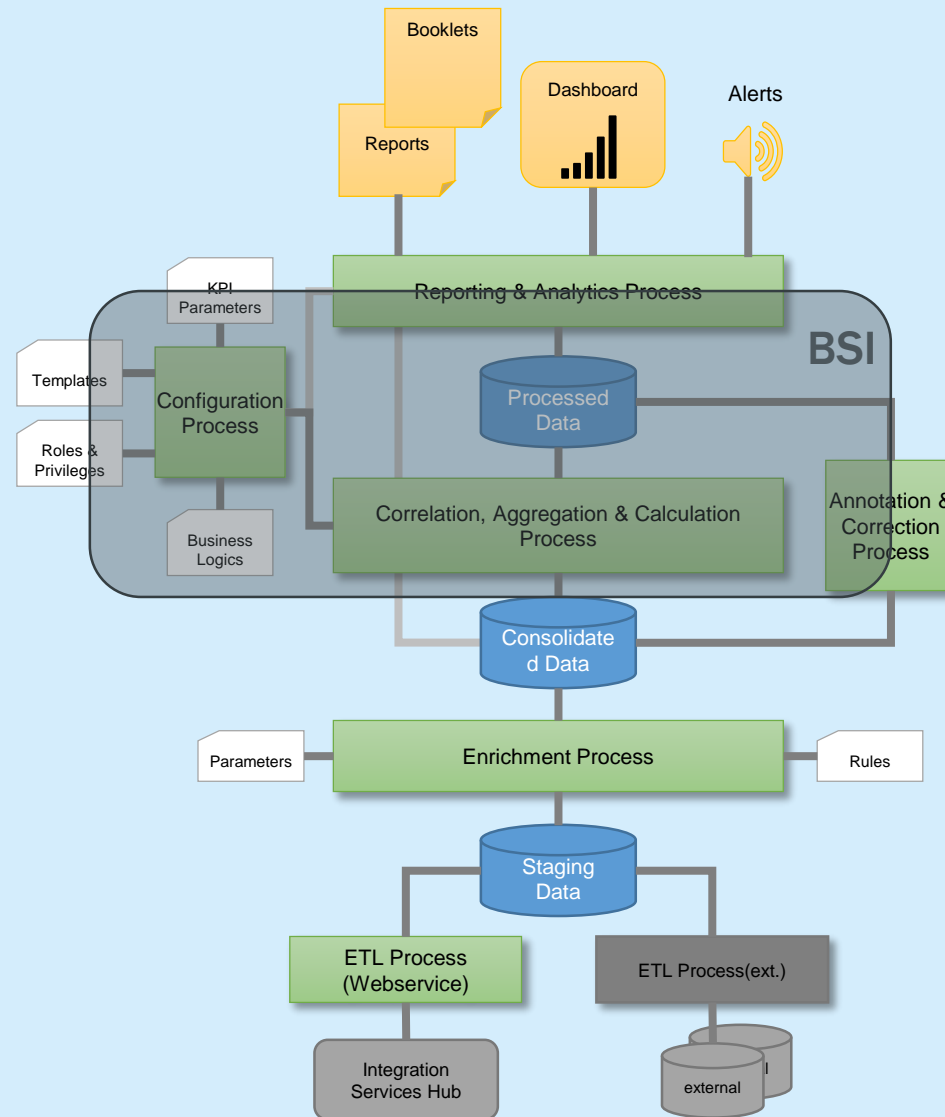
# Service Level Management – Executive Cockpit

## Management view:

- from business overview to specific customer
- from domain to KPI
- from overall SLA impact to root cause
- from business service to service detail



- Increasing requirements for Service Level Management and Provider Management in terms of speed, quality and traceability
- SLM and Provider Management have to merge in order to effectively and efficiently support the business
- Manual SLM becomes obsolete
- High automation level is mandatory – especially due to significantly higher requirements for data delivery in terms of frequency and quality
- Increased requirements for integration of BSI into a company's enterprise architecture and business processes
- Combining BSI with a company's existing and new technologies
- Therefore – from fP point of view - BSI needs to increase focus on its core functionality and its integration capability





Thank you very much for your attention!

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