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Software Module - Add-On
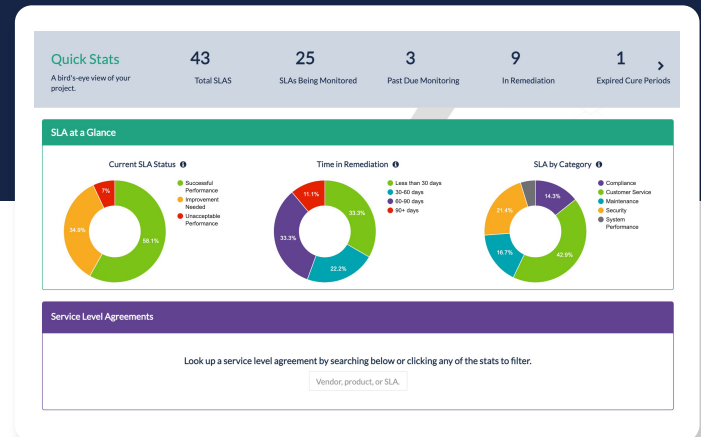
SLA Management

Effectively track and monitor all contractual service level agreements.

Overview

Service level agreements (SLAs) are a powerful tool to help manage the vendor relationship since they measure the performance and service quality agreed to between your organization and the vendor. An effective third-party risk management program provides direction on reviewing and monitoring the service level commitments that are defined in a vendor contract. This task can be time-consuming, unorganized and easily lost or forgotten.

Venminder's SLA Management Module allows you to effectively and efficiently track and monitor all contractual service level agreements between you and your vendors. Directly tied to the Contract Management Module, it brings a robust expansion to the existing software functionality by allowing you to quickly identify performance levels.

Your teams can setup SLAs, create thresholds, identify escalation points, attach evidence, record your findings, move vendors into remediation with defined cure periods and report on all remediation efforts. Most importantly, you can monitor ongoing SLAs with hearty data metrics and cohesive overviews and reports.

Easily manage vendor service level agreements inside the Venminder Third-Party Risk management Platform to properly track, monitor and report on service level agreement performance.

Key Benefits

Maintain high-quality and consistent service

By introducing a formalized process that allows you to track the SLA through each step, and report on data metrics, you are able to hold both your team and the vendor accountable.

Identify financial gain if thresholds are not being met

Easily spot and call attention to SLA issues that could result in credits from the vendor.

Conveniently compare services for the best match

Utilize active and historical SLA information to analyze and provide insight to base long-term service provider selection decisions.

Learn more at **venminder.com** or call **1 (888) 836-6463**

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