Integrating Service Level Agreements: Optimizing Your OSS for SLA Delivery

John K. Lee, Ron Ben-Natan

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Service level agreements (SLAs) offer service providers a way to distinguish themselves from their competitors in today's volatile, hypercompetitive market. This book offers an innovative approach that takes full advantage of current interface, automation, and Internet-based distribution and reporting technologies. It also addresses business-level SLAs, not just device-level SLAs and describes a revolutionary approach that combines network management, service management, field service activities, entitlement, and rating with workflow automation technologies.

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