

# DEALING WITH INCREASED SERVICE LEVEL AGREEMENT



## YOUR STARTING POSITION



Digitization projects are often accompanied by increased demands on the service levels of existing IT solutions. These can often only be ensured to a limited extent or with disproportionate costs and effort.

## OUR SOLUTION



adesso Managed Services allows availability requirements to be secured based on a standardized, scalable service model at plannable costs.

## HOW TO ENSURE QUALITY OF SERVICE LEVEL

*In many companies, digitization initiatives are leading to a paradigm shift, especially concerning the availability of IT systems. Companies and their IT organizations have to invest more in highly available and robust systems to meet the demands of the digital world and remain competitive. Does this situation seem familiar to you?*

Avec Digitalization has made companies and organizations increasingly dependent on IT systems. Users and customers now expect round-the-clock availability, especially in the area of online services such as e-commerce platforms and online banking.

Downtime can result in considerable loss – of money and reputation. So, increasing digitization inevitably goes hand in hand with higher availability requirements to keep downtime to a minimum.

The scalability of systems is also a key aspect, as digitization leads to a significant increase in data throughput and volume as well as user requirements. Companies must design their IT systems in such a way that they are scalable and can meet the increasing requirements. This requires continuous support and adaptation of IT systems to ensure this flexibility, especially to the seamless integration of new applications and services.

### ADESSO HAS THE SOLUTION FOR YOU

With our flexible and scalable Managed Service approach ,adesso SolutionCare' we provide your software solution and support you in ensuring high service level requirements. As needed, we also guarantee continuous maintenance and further development of the software solution. .

