

# ECHOVAULT™

## SLA Dashboards

Interactive and Dynamic Web Reporting

Integral part of True SLA Solution  
EchoVault SLA Dashboards

## Interactive and Dynamic Web Report

When done well, SLA management translates technical jargon to easy-to-understand form to show whether the customer is getting what they paid for. At the same time, this enables you to verify how well you are performing against what you have promised. EchoVault SLA Dashboards give a powerful up-to-date overview of service performance against SLA targets dramatically improving end customer satisfaction and retention.

The EchoVault SLA Status view provides a clear high level overview of service comprising all customer circuits. Circuit SLA views further expand visibility to details about each and every circuit – all automatically publishable to customers and internal interest groups via the SLA Portal. SLA Dashboards also comes with a comprehensive set of tools to filter, find and explore anomalies and trends. These powerful functionalities give both quick real-time status for customer executives as well as actionable and in-depth information for network engineers. Get an edge and provide more attractive services than the competition.



## Features

- Clear SLA Status view with overall performance against SLA targets
- Drill-down to Circuit-level data
- Flexible search filters such as find Circuits where SLA Status is less than 99.99%
- Interactive charting for every KPI with period based drill-down
- SLA Portal support

## Highlights

- Interactive and dynamic dashboards for each and every EchoVault data source
- Customizable to meet specific SLA requirements
- Transparent visualization of the service performance
- Locate best and worst circuits to identify issues in seconds
- Display selected metrics including Data Delivery Ratio, Service Availability, Min, Max, Avg, Median, Percentiles etc.
- Save to Excel Spreadsheet to share reports with colleagues and customers
- Features intelligent trending and analytics

## Selected data sources

