

PLATTFORM

ADMINISTRATION OF CONTRACTS

show external and internal service contracts

set priority on services

monitoring malfunction situations and escalation times

consideration of international time zones

rule-based early warning system

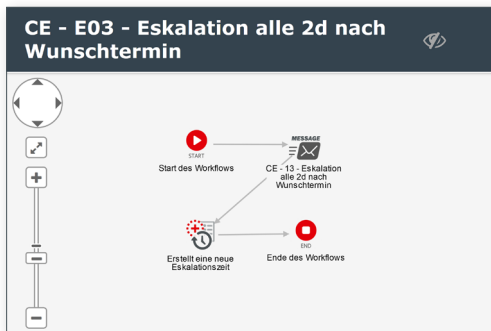
The 446 Plattform® helps you comply with your external and internal contracts. You create the basis for automated monitoring of deadlines, terms, and performance of your service contracts with suppliers and customers. In this way, services are standardized, and their quality is ensured. You maintain an overview of business-critical processes and contractual agreements.

With the module Contract Management (Service Level Management - SLM) you can digitize your contracts. A contract can consist of any number of services. You can define these services individually. You set priorities and determine escalation times up to which a specific action is expected in response to an event that has occurred.

With the help of the early warning system, rules can be created to provide timely information about a specific trend in contract performance - for example, with e-mail notifications. Make sure that your teams are reminded of important and urgent tasks at the right time.



IMPORTANT FUNCTIONS AT A GLANCE



ESCALATION PROCESSES RULE-BASED MONITORING

Freely configurable for reaction to rule violations

ADMINISTRATION OF CONTRACTS

All available contracts are displayed in the contract management overview. Here you can create new contracts and edit, copy and delete existing contracts. You define the various contract services with corresponding service times, coverage, and priorities. The following information and options can be stored, for example:

- service times
- start / end
- term of notice
- period of validity
- time zone
- holidays and special days

COVERING ASSIGNMENTS

Covers indicate which services and which priorities contained therein are to be used as soon as a corresponding order is entered electronically. This ensures that the correct service can be automatically assigned to a newly created order.

ESTABLISHMENT OF PRIORITIES AND ESCALATION TIMES

Priorities within a service serve to distinguish the relative importance of a task (urgency, impact). Escalations help to ensure that the processing times agreed with the customer are met (within a service level agreement). For example, they define the period in which a task is accepted (reaction time) and then solved (solution time).

SET UP AN EARLY WARNING SYSTEM

With the help of the early warning system, you can define rules in which cases users are informed about a trend. You can configure early warning rules that automatically monitor task creation and trigger a process once a certain number of tasks have been created for a topic.