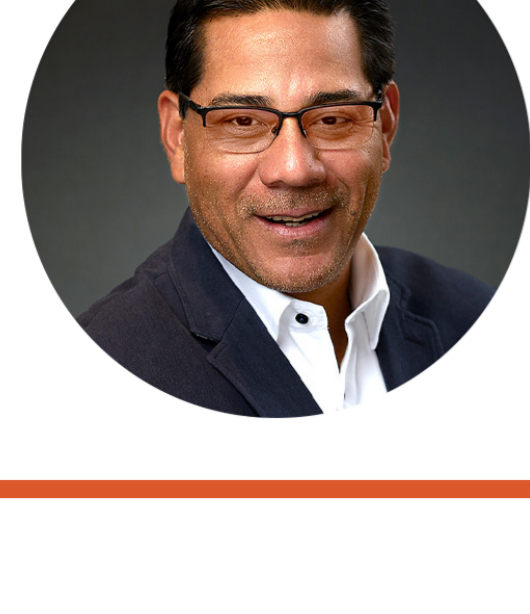


5 Ways to Improve Your SLA Performance



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AN INFOGRAPHIC BY FLASH GLOBAL

INTRO

Too often, OEMs fail to meet their customer SLAs with consequences that range from customer dissatisfaction to loss of business and reputational damage.



How do you solve this performance issue? Simple. Write service contracts that contain more effective and appropriate SLAs.



Here are 5 easy ways to do just that. And reap the benefits of the result.

1 Design Service Contracts with “Optionality”



Allow your customer the ability to choose (and pay) for their SLA options based on their specific outage or maintenance situation.



QUICK TIP

Keep your option-based SLAs achievable on a consistent basis, accounting for the product inventory, region, and nearest distribution center.

2 Insist on Real-Time Visibility

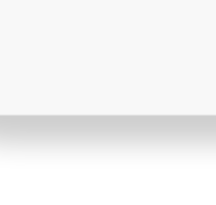
Adopt a service logistics partner who enables ‘in-the-moment’ inventory visibility across your service supply chain including:



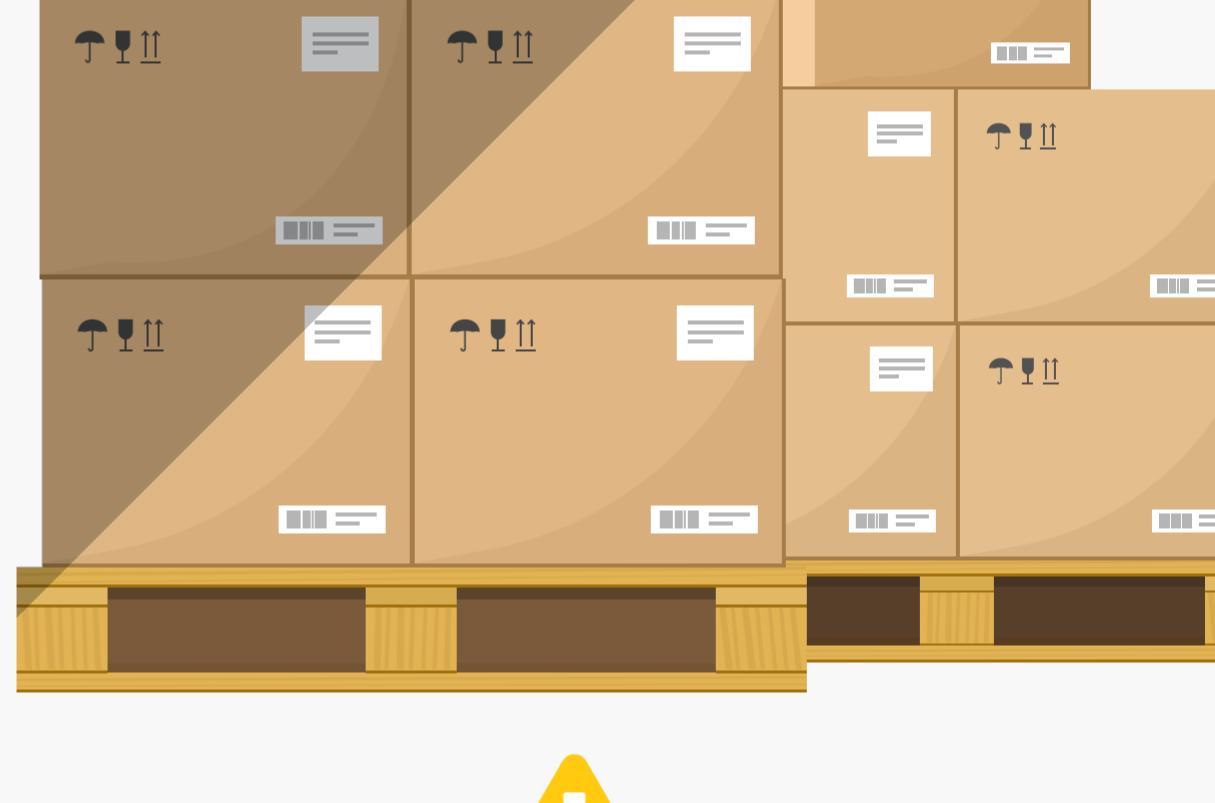
Demand Patterns



Planning Analytics



Delivery Metrics



OEMs can lose up to **30% of their ROI** on inventory because of parts sitting idle, aging out, or getting “lost” in the warehouse.

3 Set Clear Disposition Directives

A well-thought-out and efficient returns management authorization (RMA) process is an essential component of your SLAs – and foundational to your bottom line.

Partner with a company that offers advanced replacement of your material.



Defective returns management



Asset recovery



Onsite assessment

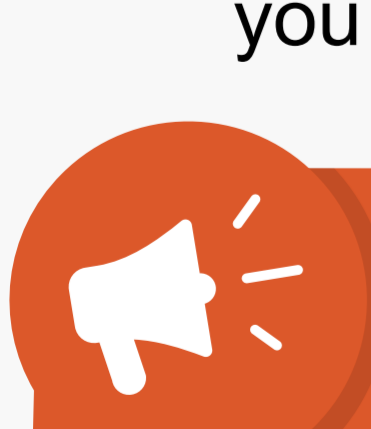


Repair loop management

4 Know Your Lifecycles



Fully understanding the lifecycle of your equipment and service parts is foundational to effectively structuring your service contracts and their SLAs. Armed with parts obsolescence and lifecycle data, you can develop a proactive service parts supply chain.



QUICK TIP

This best practice results in better service to your customers, reduced inventories, controlled costs, and greater ROI.

5 Find the Right Partner

Look for a service supply chain provider that has a proven track record of partnering with its customers to design the optimal service network that delivers on their service contract strategy.

Using SLA performance as one of your selection criteria better positions you to increase your SLA achievement rates, protect your brand, and improve uptime.

