

SLA Monitoring Tool

Spreadsheet Guide



COMMUSOFT

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Introduction



One of the best ways to earn reliable recurring income is to offer regular maintenance services. However, these come with the added responsibility of keeping track of preventive maintenance and adapting your schedule to fit strict deadlines.

If you're just looking to apply for a maintenance contract, any estate agent worth their salt will ask for proof that your business can provide a reliable service and never miss a deadline. After all, the consequences of missing a service deadline can range from penalty fees to losing out on a lucrative contract altogether.

So, here's what you need to do to ensure you never breach an SLA:

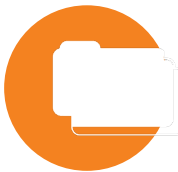


Make a comprehensive list of assets you are contracted to service



Type of Service:

Include a brief description of the type of service you will fulfil i.e. alarm system maintenance, heating system service, etc.



Asset Type:

List the asset/s involved in the appointment. If more than one, it might be wise to create another row.



SLA Type:

State *Preventive* if it's planned, or *Reactive* if it's an emergency job.



Work Hours:

Different SLAs will relate to different time schedules. Same for your clients, which will influence your ability to respect deadlines. You might be open 24/7 but clients often aren't.



Priority:

Rank from 1-4, with 1 being Highest Priority, 4 being Lowest Priority so it's clear what to prioritise.



Time to Completion:

How long do you have to fulfil the SLA before it counts as a breach?



Service Credit / Cost of SLA Breach:

The cost if breached.

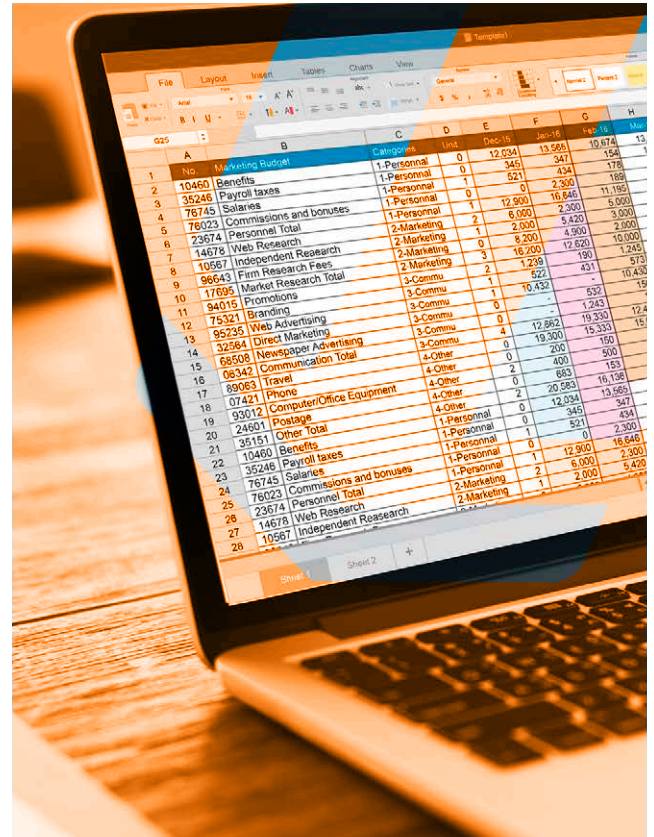


Monitor the status in a spreadsheet that your admins know to check regularly

Using a spreadsheet to monitor SLAs is challenging because it requires a great deal of personal responsibility and a strong commitment from your admin team to monitor closely, update regularly, and inform all the parties involved that they need to check the information, too.

Are you thinking of an online tool, like Google Sheets? Using this would help because it tracks and updates in real-time then notifies any members associated with the file when a change it made. You could still use a traditional Excel file, but doing so will take even more time to update the relevant team members and the client.

With this in mind, make sure to include the following on your SLA monitoring spreadsheet:



	A	B	C	D	E	F	G	H
1	No.	Marketing Budget	Category	Unit	Dec-16	Jan-17	Feb-17	Mar-17
2	10460	Benefits	1-Personnel	0	12,034	13,568	10,674	12,154
3	35246	Payroll taxes	1-Personnel	1	345	347	434	178
4	76745	Salaries	1-Personnel	0	521	521	2,300	189
5	76023	Commissions and bonuses	1-Personnel	1	12,900	16,846	11,160	5,000
6	23614	Personnel Total	2-Marketing	2	6,000	2,000	3,000	2,000
7	14678	Web Research	2-Marketing	1	2,000	4,900	10,000	10,000
8	10567	Independent Research	2-Marketing	3	18,000	17,620	1,245	573
9	96643	Firm Research Fees	2-Marketing	2	1,239	431	10,433	15
10	17695	Market Research Total	3-Commu	1	10,432	522	1,245	12,4
11	94015	Promotions	3-Commu	0	-	-	1,245	15
12	75321	Branding	3-Commu	0	-	-	1,245	12,4
13	95235	Web Advertising	3-Commu	1	12,862	19,330	15,333	15
14	32564	Direct Marketing	3-Commu	0	206	206	500	150
15	68508	Newspaper Advertising	4-Other	0	409	683	16,138	347
16	06342	Communication Total	4-Other	2	20,583	12,034	945	2,300
17	89063	Travel	4-Other	0	683	16,138	347	434
18	07421	Phone	4-Other	2	20,583	12,034	945	2,300
19	93012	Computer/Office Equipment	4-Other	0	12,034	13,568	10,674	12,154
20	24601	Postage	1-Personnel	0	345	347	434	178
21	35151	Other Total	1-Personnel	1	521	521	2,300	189
22	10460	Benefits	1-Personnel	0	12,034	13,568	10,674	12,154
23	35246	Payroll taxes	1-Personnel	1	345	347	434	178
24	76745	Salaries	1-Personnel	0	521	521	2,300	189
25	76023	Commissions and bonuses	1-Personnel	1	12,900	16,846	11,160	5,000
26	23614	Personnel Total	2-Marketing	2	6,000	2,000	3,000	2,000
27	14678	Web Research	2-Marketing	1	2,000	4,900	10,000	10,000
28	10567	Independent Research	2-Marketing	3	18,000	17,620	1,245	573

BEFORE BOOKING BEGINS:



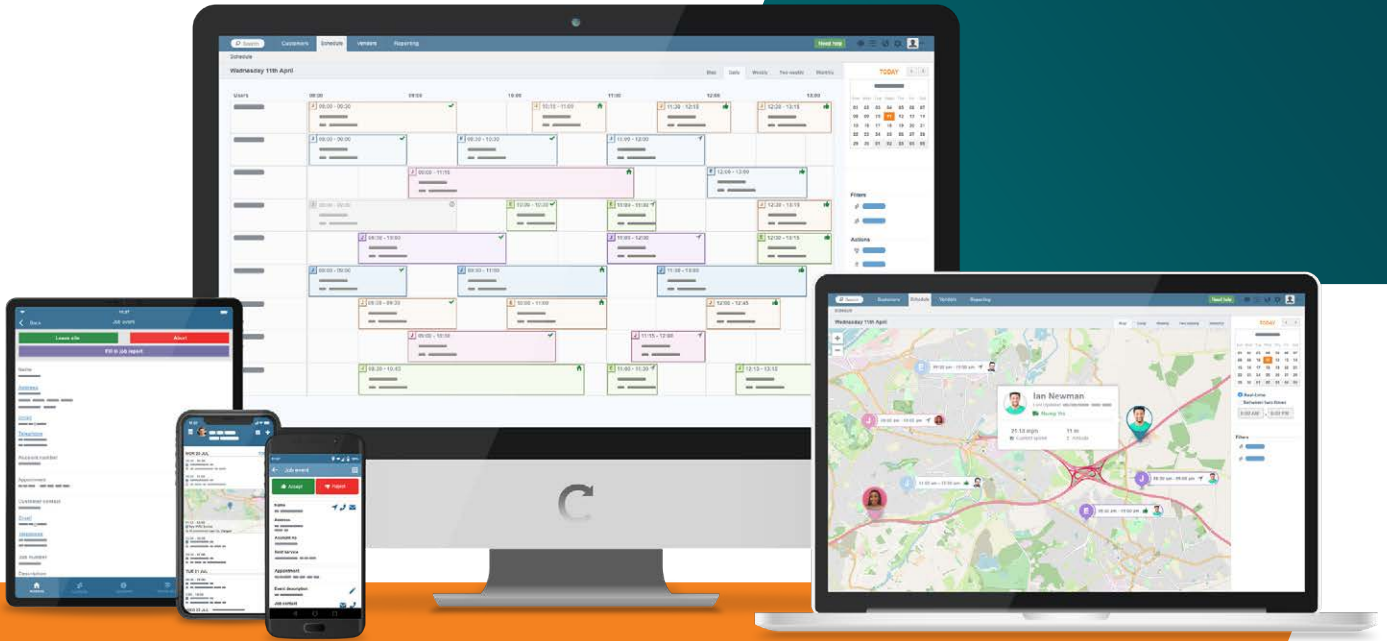
- Date of job for SLA
- Type of Service
- SLA description
- Time allocated to spend on task

AFTER A SERVICE JOB IS COMPLETED:



- Actual time spent completing task
- SLA performance per job
- Service credit/Cost of SLA Breach





Need help automating all this?

Are you just looking to dip your toes into the world of reliable recurring income? Make sure to check out the editable spreadsheets that come with this guide. They include everything we listed above, as well as some examples to get you started.

The easiest way to stay on track is to use the right tools to streamline the entire process for you. Improve compliance, activate automatic notifications, and track breaches all on a single screen for everyone to see.

For more information on how this can work for you, check out **Commusoft's service level agreement feature** below:

Check it out!