

# Case Study:

*Providing Hard-to-Find Knowledge:  
Assessing the Appropriateness of a Vendor's SLA*

TAC's Expertise-as-a-Service™ (EaaS™) is a breakthrough concept designed to provide today's IT organization of any size with a flexible, scalable, networked set of services, skills, and solutions.

### **Issue:**

Client was outsourcing their data center operations, and during the negotiation with the selected vendor, the vendor proposed a three-month SLA for any new technology brought into the datacenter. The client thought that this was too long, and had spent considerable time searching research databases and speaking with various analysts to quantify their objections. They received nothing concrete and so turned to TAC.



### **Solution:**

TAC provided a phone consultation with an Expert who had worked for the vendor, and who had first hand knowledge of the systems and processes used to order new equipment. The expert determined that based on their knowledge of the vendor, the SLA was too long, and it was an "underpromise/over-deliver" scheme which would always make the vendor look good.

### **Client Action:**

Client was able to take the knowledge of the vendor's processes back to the vendor negotiations, and craft a more acceptable SLA. By reducing the SLA by a significant number of days, the client was able to ensure better service delivery levels and reduce the risk of a significant outage impacting its revenue stream

**Contact TAC now to find out how to get the right answer to your question in the right context "right now."**



**TAC** The Advisory Council