



# **E-Business Service Level Agreements: Strategies for Service Providers, E-Commerce and Outsourcing**

*Andrew Hiles*

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## **E-Business Service Level Agreements: Strategies for Service Providers, E-Commerce and Outsourcing**

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Your customers don't care whether it is you, your ISP, ASP, or other outsourced provider who screws up - they just know they can't do business with you when they want to. All that matters is that your e-business is failing to deliver - and that you need to hold someone accountable.

Meaningful Service Level Agreements (SLAs) are unambiguous, comprehensive, and enforceable. SLAs commit suppliers to a defined quality of service: failure to meet explicit service levels can result in penalties or even legal action.

Spectacular losses often follow e-business outages, particularly when SLAs are not in force. The biggest hit is not necessarily loss of income or profit, but impact on stock values - especially when markets are skittish. Some losses have exceeded \$40 million with stock values falling by 26%.

This book offers the keys to effective SLAs with Internet Service Providers (ISPs) and Application Service Providers (ASPs), which can go a long way toward averting catastrophic losses as well as day-to-day headaches

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