



IT-Corner®

**We - find the solution,
You - focus on business.**



Service Level Agreement (SLA)

Downtime of critical business applications has real costs, including **lost sales, lost customers**, and—increasingly—a lower stock price. Employees may not be able to get their work done. Customers may not be able to place orders, which could result in a **permanent loss** of their business. Nevertheless, a single downtime incident could cost a business tens of thousands to millions of dollars!! And what if you **don't have the right partner** to give you the support that you need and when you need it in order for your to focus on your business?

Cost savings of up to 50% are achievable. In a lot of cases service level agreements can actually be improved upon as companies focus entirely on their core business.

LOOKING FOR THE RIGHT SLA PARTNER ?

We are the right partner to give you the support that you need and when you need it in order for you to focus on business.

We provide high quality, time bound, **cost effective outsourcing IT services** with the **flexibility** needed to accommodate the changing demands of our clients. Our SLA services will surely **suit your requirements** whether it is a one-time need or an ongoing project. We are continuously investing in innovative technologies and experienced manpower to give you the benefits of outsourcing services.

Request for an evaluation today!!

Call us @ +971 4 222 3130 or visit or send your request to info@it-corner.net for more details.



A Service Level Agreement is a document which defines the relationship between two parties: **the provider and the client**. This is clearly an extremely important item of documentation for both parties.

Our scope of work:

- Identify and define our customer's needs
- Provide a framework for understanding
- Simplify complex issues
- Reduce areas of conflict
- Set services to be delivered
- Performance, Tracking and Reporting
- Problem Management
- Security
- Confidential Information

Some of our clients:



شاهين الوساطة المالية (ش.م.ع.)
Shaheen Financial Brokerage (L.L.C.)



SHARJAH GOVERNMENT
Economic Development Department

