Unify Ops Data to Ensure SLA Compliance

As most businesses have invested heavily in the digital economy, ensuring high availability, fault tolerance, and resilience requires constant monitoring, routine maintenance, and updates to the digital infrastructure. Organizations also need to ensure they meet their SLAs with other vendors and partners in the business to avoid costs associated with any SLA breaches. Keeping track of events and incidents in operations can help them diagnose and proactively resolve issues to meet their SLAs. However, it is not always easy to keep track of data spread across disparate tools in operations. Klera helps in unifying data from all tools with its out-of-the-box connectors and enables visual analysis. By correlating information from different tools, organizations can easily identify issues on the critical path likely to cause SLA breaches and ensure a faster resolution.

Solution Highlights

Synchronize data – Sync tools like Jira and ServiceNow to eliminate duplication of effort on similar trouble tickets

Update information – Selectively write-back from ServiceNow to Jira based on business criteria

Detect critical issues – Identify which escalated issues in Engineering are likely to breach SLA

Ensure faster resolution – Get critical issues resolved by the most appropriately skilled personnel

Gauge customer sentiment – Trend customer sentiments based on the content of reported incidents

SLA Monitoring

Klera

Klera™ is a software products and services company focused on creating solutions that deliver intelligence from data, unlike ever before. We enable transparent, collaborative, and connected enterprises, without data silos. Our rapid, no code, intelligent application development platform simplifies how you gather, analyze, and synchronize data.

Simplify SLA Monitoring and Improve Customer Satisfaction

Connect with a wide range of tools and databases using dynamic, bi-directional, smart connectors.

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