

Development and Management of Service Level Agreements

As part of Provelio's long term relationships with our clients, we have been involved with assisting Estates Teams with the review, development and improvement of service level agreements that they have with their internal customers and those with their outsourced partners.

Client	Various
Project Title	Development and Management of Service Level Agreements
Client Sector	Various
Service Provided	Performance Management

Our Role

Our role has typically included holding workshops with key stakeholders to define their requirements, reviewing and analysing what already exists, clearly defining individual roles and responsibilities and assisting with the development of revised procedures to govern the relationship between all parties and improve the overall service.

Client Benefits

Through our understanding of the complete Estate requirement, Provelio have typically managed the procurement of outsourced services to compliment and supplement the service level agreement's undertaken by the client's in house teams. This includes the development of Key Performance Indicators to monitor, track and report on the performance of all parties via a structured regime of audits, reports and core group meetings. Provelio often remain part of the overall performance monitoring and auditing process, thus utilising lessons learned to further the continuous improvement process.