



# CLOUD APPLICATION SLA VERIFICATION

Protecting the user experience of business applications


## BENEFITS

- Monitor service availability, quality and failure frequency
- Monitor an application from the user perspective
- Report quality of services provided cloud providers
- Account for services in accordance with contracted levels of availability
- Enforce service credits

## ABOUT INTELLIGERE

With more than two decades of experience, Intelligere is a trusted partner across business sectors.

Offering comprehensive Strategies, solutions, supply and services that help companies meet the ever-expanding computing challenges of today's IT environment.

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In the modern workplace, applications and services are now often moved to the cloud including Microsoft Azure and Amazon Web Services (AWS) and Software as a Service (SaaS) providers including Salesforce and Microsoft Office 365.

Both managers responsible for desktop environments, and managers responsible for applications, are used to a certain level of control over the environment they are responsible for. In the new cloud-based model the transparency is much less than they are used to, while their responsibility with respect to user-experience remains the same.

For this reason, strict SLA's are used, but achieving insight into what's really happening is difficult.

diligent SLA monitoring practices – is dependent upon having a powerful synthetic monitoring solution in place that can replicate the end user experience while measuring from both backbone and last mile locations

With a strong synthetic monitoring platform in place, you should be able to catch issues as soon as they arise and fix them quickly, and demonstrate the root cause of issues that lie beyond your control and for which you are therefore not responsible.



The Login PI continuity testing solution uses synthetic users running 24/7, to monitor and safeguard the optimal performance and availability of your Cloud based Software as a Service (SaaS) applications – or your own business applications.

The SLA testing and reporting capability is a standard function of Login PI. This function is especially designed for SLA adherence verification and is integral part of the Login VSI software.