

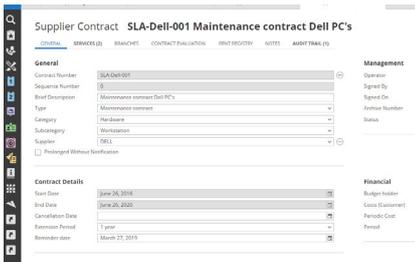
Contract Management and SLM

TOPdesk's Contract Management and SLM module (Service Level Management) enables you to record contracts with external parties, suppliers and internal clients. Gain insight into maintenance costs, periods and conditions. The Contract Management and SLM module will also indicate when you log a call to which an SLA applies, reminding you of the contract

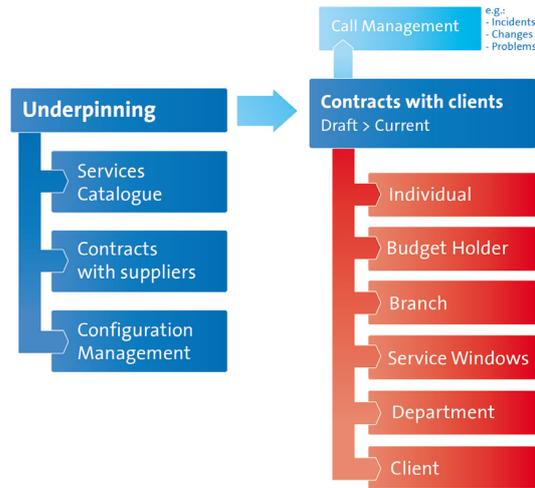
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Expired Service Contracts	0	0	1	0
Coming month	0	0	0	0
Coming three months	0	0	1	1

Selections

➤ Contract Management and SLM provides overviews of your internal and external agreements



➤ Supplier details are always at hand, including linked contracts and orders



➤ Underpinning contracts reveal the relationships between internal and external agreements

The benefits of Contract Management and SLM:

- Contracts are always accessible for colleagues with sufficient authorization.
- All contracts are saved in one location, creating clear overviews of current suppliers and enabling returns to scale.
- TOPdesk's extensive reporting capabilities and KPIs help you better manage your purchasing process.
- Digitally managing your contracts not only saves money: it is also better for the environment.
- TOPdesk also supports underpinning contracts.

Service Level Agreements

Your services should be clear and verifiable. Draw up clear Service Level Agreements (SLAs) with your internal and external customers about the service levels you offer. As incoming calls are logged, agreements made about call duration will be displayed automatically. Use KPIs to monitor your department's current state of affairs. Managing and monitoring your services has never been easier.

Supplier **Microsoft (MS office supplier)**

GENERAL INFORMATION LINKED CONTACTS ITEMS REPAIRS SUPPLIER CONTRACTS SUPPLIER EVALUATION

General

Name: Microsoft

Specification: MS office supplier

Customer Reference No.: 89219121

Telephone: 0200-278887

Fax: 0200-278888

Country: United Kingdom

Number: G

Street: Frances Gardner House

City: London

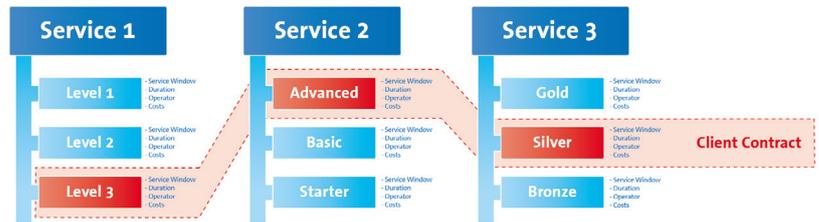
State / County:

Postcode: W1C1KH4D

Main Contact

➤ Record all supplier (contract) information on one card

Services Catalogue



➤ A contract contains service agreements and a corresponding service level

Supplier contracts

Manage your supplier contracts and maintain an up-to-date overview of the contract details, including contact information and which contracts are currently signed with which supplier. You can view contracts in a variety of formats, including PDF.

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Main Contact

➤ Gain insight into your service levels

Service catalogue

The first step in the SLA process is compiling your service catalogue, outlining all services your department can provide. You can also define different service levels for each service and use service windows to determine when calls will be processed. TOPdesk determines call priority using the agreements made in your (SLA) contracts.

Safeguard the quality of your services

TOPdesk automatically calculates whether incident duration adheres to the agreements made with third parties. This information is then used to create a contract between you and your customers. TOPdesk carefully monitors whether the services you provide are in line with the terms and conditions outlined previously, safeguarding the quality of your services.

Support for your acquisition process

Supporting your acquisition process is a vital part of the Contract Management and SLM module. TOPdesk lets you register your Operational Level Agreements (OLAs) and estimate the impact on your organization. This enables you to create a contract that suits your organization. The supplier evaluation also provides valuable information, such as warnings when contracts are about to expire. This will prevent the accidental extension of unwanted contracts.