

Service Level Agreement Module

CRC Data Protection provides Service Level Agreements as part of our client-centered philosophy to constantly assess and improve the contribution that our service makes to our clients and their business operations.

- ✓ Provides automated tracking system to help you ensure that agreed Service Levels are being met
- ✓ Automated notifications to you regarding scheduled maintenance
- ✓ Automated invoicing credit to you if service level is not met
- ✓ Accurate measure of system availability
- ✓ Build a higher level of confidence in your backup and recovery plan
- ✓ Identify and define your needs for short-term and long-term business planning
- ✓ Encourages dialog to minimize the possibility of disputes
- ✓ Simplify complex issues and technical details that can be misinterpreted
- ✓ Fully outlined security policy
- ✓ Provide a framework to allow you to better understand the services provided