

WHAT'S UP WITH MY OEM'S SLA?



Is the OEM's SLA a guarantee or does it actually offer a "best effort" delivery?

SLA confusion is one of the big "bugaboos" in the industry that nobody wants to address appropriately. Reading the OEM's published documents, one can easily conclude the SLA is more of a Service Level Objective (SLO). A clear understanding of the OEM's SLA is the first step in creating open dialogue around expectations and ensuring they are met.



The examples below are from various OEM's published documents:

"Replacement Parts Delivery Target Response Objective"

"based upon many factors including parts availability"

"In most cases, only available if you are within 50 miles from a service center"

"4-hour parts locations stock mission components"

"Non-mission critical parts may be shipped using overnight delivery"

"Initial Onsite Response Objective is based on Severity Level"

"Non-mission critical call coverage is during normal business hours"

"Replacement Parts Delivery Target Response Objective"

"Limited to commercially reasonable efforts"

"Availability varies"

"offered as best effort service"

"shall use commercially reasonable efforts to provide customer with hardware replacement service where available"