

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:

"Availability varies"

"Based upon many factors including parts availability"

"Limited to commercially reasonable efforts"

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

"4-hour parts locations stock mission - critical components"

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

"Initial on-site response objective is based on severity level"

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

"Offered as best effort service"

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

"Consumable parts such as batteries are not covered"