Service level agreement metrics

What is SLA?

SLA is an agreement between customer and service provider to check whether it is committed to offering the level of services. Mostly is covers one or more services like IaaS, such as Aws EC2, or PaaS, like Azure SQL Database. Generally, providers check performance going against their SLAs. iSmile technologies assure you to provide all the services covered under the contract. We offer excellent services to our customers to reduce their workload and free their life from technical problems.

Different types of SLA

1) Customer-based SLA: This SLA modify according to customer demands. iSmile technologies have a flexible customer base SLA. We mould our services according to the requirements of customers and organizations.

2) Service-based SLA: Customers integrate into groups based on their requirements in service-based SLA. Here every customer receives the same service.

3) Multi-level SLA: A multi-level SLA provides you with the power to identify different service levels, like between divisions, even if the services offered are identical. iSmile technologies enable you to offer different divisions and stages to identify which service matches your requirements.

SLA metrics and their types

These are a set of Key performance indicators (KPIs) that you can monitor and measure. Here are five primary types of SLA metrics:

1) Availability: Availability of a cloud resource calculated in percentage or length of its working. The availability should be close to 100 per cent to fulfil customers' requirements.

2) Response Time: Response time of any cloud resource is the time taken by it to return from a resource after a request. iSmile technology minimizes the response time to improve the user experience.

ABOUT ISMILE TECHNOLOGIES

iSmile Technologies is a global technology provides businesses with services by adopting the upcoming technologies to compete with other businesses .

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3) Throughput: The amount of data that your cloud resource sends and receives over time. iSmile technologies offer you leverage to increase your throughput to be maximum.

4) Errors: The errors metric checks the amount of failed requests to a particular resource. iSmile technologies try to minimize the amount of failed requests to improve the success rate.

5) Utilization: The percentage of using a cloud system's resources. iSmile technologies try to minimize the percentage used to maximize the performance of your cloud.

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