



## **Consulting for Service Level Agreements (SLAs)**

**As a provider of IT maintenance and support services, do you generate and require a Service Level Agreement (SLA)? Do you utilize IT services and wish to have the contractual conditions reviewed? You want to have an existing SLA revised or require support in negotiating individual service conditions?**

### **What we offer**

We will advise you in all questions regarding Service Level Agreements in information technology, particularly in designing and reviewing SLAs, such as hardware, software, hosting, and e-commerce agreements. Regardless of whether this is a one-time use or the design of general service conditions for multiple use, we have suitable design ideas and will accompany you even during subsequent contract execution. Furthermore, we can revise existing SLAs and adapt them to current legal and actual circumstances. If necessary, we will represent you as well in disputes in connection with IT service contracts, for example in the event of violations in the service level or compensation disputes.

### **Scope of service**

- Designing and revising SLAs
- Reviewing existing SLAs
- Negotiating individual service conditions
- Legal support during contract execution
- Representation in court and out-of-court during disputes

### **Costs**

We normally offer our consulting services to you calculated according to the time spent at a suitable hourly rate. We believe that cost transparency and cost reliability form the basis of successful cooperation. We will be happy to provide you with an estimate of the expected costs before taking the job.