VERSION 1

ASPIRE Value Level Agreement (VLA)

Meaningful KPIs that impact your business bottom line.

Value Level Agreements – meaningful customer KPIs

Today's customers aspire to more from their managed services provider, and we strive to exceed these expectations in every partnership. While SLAs are a well-established facet of our managed service model and undoubtedly essential for tracking performance against technical service requirements, they are also a given.

We believe a better approach is to shift the focus to include measuring business results, ESG goals and user experiences. Delivering world-class managed services is not just about measuring service uptime and availability or ensuring service tickets are picked up and resolved within SLA timeframes – it is also concerned with setting key measures of success. We deliver this through VLAs, some real-world examples include:

Customer problem	What Version 1 delivered	Positive impact
A customer needed to improve their procure-to-pay process and allow for requisitions to be raised on behalf of the requester.	We implemented a combination of new approval rules, creation of a customised role and additional roles assigned to users along with some new scheduled processes which removed manual work.	Customer now utilises best practice in the system and the overall 'procure to pay' business process is improved.
Customer wanted a one-stop shop for all approvers to be able to see all outstanding approvals in one place.	We implemented Oracle Digital Assistant (using OOTB Approver Skill) to facilitate this with no additional license costs.	Users (including busy senior users) can now see and action all their outstanding approvals from one place – with potential to extend functionality to Teams/mobile devices.
Customer's payroll team had to manually enter RTI Starter Declaration details from information supplied by new joiners on a paper form.	We proposed using the seeded self-service RTI Starter Declaration functionality to have employees enter the required data themselves as part of their onboarding process.	This resulted in significant time saving to the customer's payroll team. Estimated reduction in time by not having to manually key the data was around 0.5 to 1 day per month.

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Benefits of VLAs

Tailored to your needs: Each VLA is customised to address the specific challenges and opportunities within your organisation. Key areas for improvement are identified and solutions implemented that drive business value.

Focus on business results: VLAs shift the focus from merely meeting technical service levels to achieving business results. This includes a wide array of value, from improved process to critical application response times.

Pro-active service: Business driven VLAs are measured against an agreed set of outcomes and tracked through to value creation.

VLA in a day

VLAs are captured and agreed through different mechanisms, such as trend analysis, service reviews, problem management and Version 1 consultants. Additionally, we have a defined VLA in a Day process: Our four-step approach to defining VLAs begins with gathering key customer data in a jigsaw. We then identify potential VLA use cases tied to business value, map out value versus feasibility and effort, and prioritise the VLAs with set KPIs. Finally, a solution statement is created to clarify the problem, metrics, and expected benefits.

VLA jigsaw	Use case matrix	Value versus feasibility map	Benefits realisation statement
Bringing together key pieces of information from across the customer's organisation, as well as from the IT industry and best practice/experience within Version 1. The target here is to define the potential areas of value for the customer.	Identify use cases with a clear understanding of the users impacted and the potential benefits. Version 1 works with our customer's designated stakeholders to collectively gather the business value factors, the users impacted and the benefits realisation.	A process step whereby the customer and Version 1 plot the value versus the feasibility of each VLA use case. Create a process map where needed to break the VLAs down. This will highlight the VLAs to do now, which to park and which to remove. Agreed KPIs will be put into place.	Each VLA will have a solution statement created (or PRFAQ) which will clearly define who the customer is, the problem it is intended to resolve, the prioritised benefits to be realised, and the metrics against which the VLA will be measured.

For more information, please visit version1.com