Service Delivery Review

Satisfaction Matters

Periodic formal reviews help ensure that Peak 10 is meeting your needs today and tomorrow.

Internal reviews of all relevant documentation

IT environment audit

Review of changing business requirements

Get what you want — and what you need — with Peak 10. Our service delivery review (SDR) process helps ensure that you do. Regardless of the services you contract for with Peak 10, we periodically conduct service delivery reviews (SDRs) to ensure that the services you are receiving align with what's stated in your contract.

A Peak 10 Quality Assurance Measure

While it may seem like this should be given, the reality is that over the course of contracted services, change orders may be implemented for any number of reasons and implementation dates adjusted — and those changes may not always be communicated to the appropriate people within your organization. The SDR helps ensure that everyone knows and understands what services are being provided, and that any changes have been made in the appropriate legal documents and communicated to everyone who may be affected by them.

The SDR process also enables us to make sure we're following through on our commitment to you: delivering the services you need at the level of quality you expect.

The SDR Process

SDRs are conducted a minimum of twice a year by Peak 10 technical personnel. While the actual review process will vary based on the services you're contracted for, here's what you can expect in general.

Unless we encounter any issues, we won't require any actions on your part.

- Documentation review: The designated Peak 10 team will review your contract, statement of work (SOW) and all other relevant documentation, making note of what services you should be receiving. Any change orders will also be identified and assurance made that the appropriate changes have been implemented.

- Service audit: The team will then audit your IT environment and the services being delivered, and then compare the findings to the list of services you should be receiving.

- Remediation plan: If there are any discrepancies between the services you are receiving and what you are contracted for, the team will immediately develop and implement a remediation plan and present it to you for your input and approval.

SDR Follow Up

During the course of the SDR process, the Peak 10 team will also assess if the services you are contracted for still represent the best possible solution for your business requirements. We continue to update and expand our service offerings to keep pace with changing industry trends and business requirements. We want to make sure our valued customers benefit from them. We'll let you know when a new service or product is available that we think could be of value to your organization.

Your Peak 10 account manager and customer service specialist will also continue to stay in communication with you so they can stay abreast of new initiatives within your organization or other factors that may affect the services you are currently receiving. They will also continually monitor how well the services you are receiving are performing to ensure your satisfaction.

We know that information technology is the lifeblood of most organizations, and our goal is to work with you as a strategic partner to help you make the most of your IT assets. Open communication and being proactive are among the best ways to do that.

The SDR Plus

If you're interested in a more thorough review of your IT environment and its alignment with your business requirements at any time, we'll be happy to have our technical experts conduct a more thorough review of your IT infrastructure and how the services we are providing are performing. We will evaluate your hardware, operating systems and application software, as well as assess the role that each plays in facilitating and supporting your business processes. We

will also look at your various workflows to see if things have changed since our initial analysis, and identify any new bottlenecks and pain points.

This is a collaborative process, so we count on you to provide us with as much information as possible. There is no charge for this service; it's just one of the many services we offer to help you optimize your IT assets.

Your Satisfaction = Our Success

At Peak 10, we measure our success by how satisfied you are with the services we provide — and the way we provide them. We don't just sell a service, close the deal and walk away. Our goal is to be your strategic partner for as long as you need us.

Peak 10 is your partner in success today and tomorrow.

Find out more at:
peak10.com

Or contact us at:
info@peak10.com
(866) 473-2510

About Peak 10

Peak 10 provides IT infrastructure solutions that ensure the 24/7/365 availability and security of our customers' critical data and applications. Customer-centric and cost-competitive, Peak 10 solutions are designed to scale and adapt to customers' changing business needs, enabling them to increase agility, lower costs, improve performance and focus internal resources on their core competencies — all while maintaining uptime, access and security.

Data Center
& Network Services
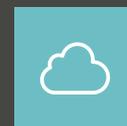
Cloud
Services

Managed
Services