



ENSURING SLA COMPLIANCE IN CLOUD OPERATION & MAINTENANCE REPORTING



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Project Overview

In this project, Luvina successfully fulfilled, and often exceeded, the service quality expectations defined in the Service Level Agreement (SLA). By adhering to clearly established KPIs and delivery standards, Luvina demonstrated its capability to consistently provide high-quality managed services in a complex technical environment.

Country: Japan

Service: Software Maintenance

Industry: Information Technology

Technology: AWS, Trend Micro DeepSecurity

Collaboration Model: ODC

Scale: 2.2MM

Luvina was entrusted with the end-to-end ownership of generating cloud system operation and maintenance reports, which were submitted directly to the end-user. These reports played a critical role in ensuring the overall quality and compliance of the cloud services delivered by the client.



Client Overview & Requirements

The client is a long-term technology partner of Luvina, a large-scale enterprise specializing in IT solutions and digital services in Japan.

In this specific engagement, the client expected Luvina to:

Take full responsibility for compiling cloud operation & maintenance reports.

Ensure timely and accurate report delivery directly to the end customer.

Maintain report quality as part of the SLA compliance framework.

Challenges

The client operated a large-scale cloud infrastructure, while Luvina's reporting task covered only a small segment of the entire system.

This presented a challenge: when issues arose, the Luvina team lacked full visibility into the complete system, making it difficult to immediately diagnose root causes.



Solutions

To address this complexity, the Luvina team took a proactive approach:

In-depth Documentation Research: The team thoroughly studied internal documentation provided by the client, along with relevant external references, to gain a clear understanding of the system landscape.

Knowledge Building: Luvina developed deep knowledge of the client's cloud services and operations, which enabled the team to produce accurate and insightful reports.

Process Optimization: By aligning with SLA targets and leveraging structured processes, the team ensured timely report delivery that often exceeded client expectations.

Achievements

✓ **Consistent SLA Compliance:** All reports met or exceeded SLA-defined quality and timeliness criteria.

✓ **Expanded Scope of Work:** Based on strong performance and growing trust, the client assigned Luvina additional reporting-related tasks.

✓ **Knowledge Capitalization:** The team gained valuable domain experience in cloud monitoring and reporting, enhancing Luvina's managed services portfolio.



Thank You

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