



Service Performance

Ikara - Your Partner in Performance & Security Compliance

ikara.io

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Enhancing Digital Platform Resilience & Operational Transparency

In today's complex IT landscape, ensuring that services perform as promised is crucial.

Ikara empowers organisations to maintain transparency and uphold stringent performance and security standards through sustainable digital supply chain initiatives supported by solid service warranties.

Our solutions address the intricacies of modern technology estates, which involve numerous interdependencies between internal teams and service providers.

As these systems grow in complexity, the responsibility of C-level executives intensifies to ensure not only functional availability but also adherence to comprehensive security standards.



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What Problems Do We Solve?

Ikara's service performance solutions streamline the management of your IT operations, aligning every component with your strategic objectives for a resilient digital platform.

We help your organisation with:

- Complete service transparency with your service provider based on their product warranty.
- Root cause automation based on service obligations, KPIs and SLAs.
- Application and security obligation aware, our platform unifies disparate service delivery teams.



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Next-Generation Service Performance Monitoring

Proactive Monitoring for Enhanced Performance and Compliance

In the intricate web of ICT operations, pinpointing the source of performance or compliance issues often becomes a costly and frustrating endeavour for both customers and service providers.

Ikara's service performance monitoring offers a revolutionary solution by synchronising the views of both parties, ensuring they are aligned with the agreed service quality and compliance objectives.

This not only speeds up problem resolution but also optimises operational costs and enhances service delivery.

Beyond resolving performance and compliance issues, our platform proactively identifies potential service risks, enabling timely intervention. It ensures your organisation meets industry standards and regulatory requirements, reducing non-compliance risks.

The platform also offers actionable insights through comprehensive reporting, supporting data-driven decision-making.

Additionally, Ikara enhances vendor management by improving transparency and accountability and aligning service delivery with contractual obligations.

Core Benefits

Streamlined Operations

- Ikara's service performance monitoring simplifies ICT operations by providing a transparent, unified view of service performance. This alignment between customers and providers reduces operational friction and enhances service delivery.

Optimised Operational Costs

- By reducing the time spent identifying and resolving issues, Ikara helps organisations lower the costs associated with service disruptions and misaligned efforts.

Enhanced Compliance Management

- The platform enables precise negotiation and monitoring of service agreements that truly reflect the required service quality, ensuring that providers meet broader performance and security standards.

Improved Governance

- With comprehensive monitoring of third-party risks, Ikara supports high governance standards across sectors, ensuring that service performance and security compliance are maintained at board level.

Integration & Compatibility

Ikara's service performance monitoring integrates seamlessly with your existing ICT infrastructure, offering compatibility with leading global monitoring platforms and providing a unified, transparent view of service quality and compliance.



ThousandEyes



ServiceNow



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Key Features

Unified Monitoring Framework

- We introduce a unified service monitoring framework integrating auditable data from leading global monitoring platforms. This provides a cohesive view focused on meeting service quality and compliance benchmarks outlined in service agreements.

Enhanced Issue Resolution

- By synchronising dashboards between customers and service providers, we enable a more efficient issue-resolution process. This alignment reduces communication gaps, leading to faster identification and resolution of root causes.

Beyond Uptime Metrics

- Traditional service contracts emphasise uptime metrics like 99.999% availability, but we go further by assessing the true service quality that meets user demands. This ensures that service agreements reflect the operational performance required throughout the contract lifecycle.

Comprehensive Service and Security Monitoring

- As service expectations and cybersecurity threats evolve, Ikara ensures adherence to both performance and security standards.
- Our platform evaluates metrics such as transaction times and critical service functions, embedding these into supplier contracts for a comprehensive assessment.

Continuous Compliance Monitoring

- We provide ongoing automated monitoring of service compliance across all third-party vendors, ensuring that your organisation remains continuously aligned with regulatory requirements and industry standards.
- This allows for real-time updates and alerts, helping you address compliance issues as they arise rather than during periodic reviews.

Use Case

Client Overview

A Tier One global resources organisation, previously operating reactively per ITIL Level 2 standards, sought to proactively align their network operations with business objectives through a new Network Operations Centre (NOC).

Challenges

- **Reactive Operations:** Delayed response to network issues, causing user dissatisfaction and inefficiencies.
- **Service Standard Integration:** Inconsistent standards across internal and third-party teams, leading to delayed resolutions.
- **Impact on User Experience:** Inadequate support for critical business functions, affecting overall user experience.

Solution

Partnering with Ikara, the organisation revamped their network operations by:

- **Standardising NOC Protocols:** Aligned internal and third-party service standards.
- **Proactive KPI Implementation:** Established operational KPIs to directly enhance business process support.
- **Advanced Communication Systems:** Implemented early-warning notifications for users.
- **Streamlined Automation:** Integrated compliance and monitoring tools for efficient management.

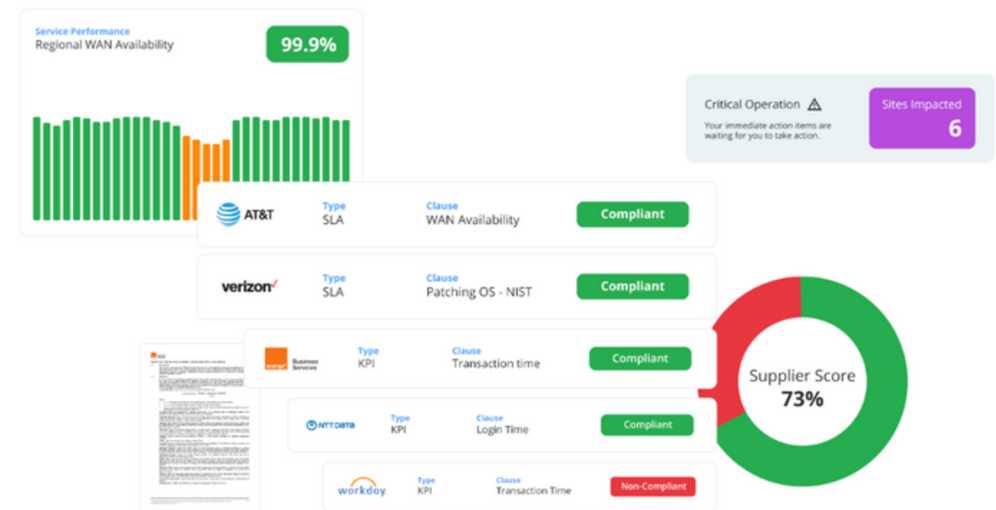
Results

Client Outcome

This strategic shift led to an enhanced network operational maturity, moving from reactive to proactive management. The integration provided real-time insights, faster issue resolution, and better alignment of IT operations with business goals, significantly improving service quality and operational efficiency.

Conclusion

Ikara's service compliance platform enabled a strategic transformation in network management, elevating service delivery and aligning IT operations with business goals.



What's Next

Enhance Your Service Compliance Visibility

Are you looking to rapidly visualise the current performance state of your supply chain? We provide a proof of concept that integrates seamlessly with your existing fleet of reporting and monitoring platforms.

Whether you need to assess a SaaS provider's process efficiency, a network provider's device availability, or the performance of third-party services like cloud proxies or CDN providers, we can help.

Our solution can be deployed within as little as four hours to produce valuable insights into supply chain performance across a variety of platforms, including:

- ServiceNow®
- SAP
- Salesforce
- Human Capital Management platforms
- Autonomous Mining systems
- In-house applications
- SD-WAN, SSL, and DNS
- Azure, AWS, and Google Cloud infrastructure
- Microsoft Teams
- And a range of other Applications & IT Services

Ikara's services can be implemented both in cloud and on-premise environments, providing you with flexible and comprehensive visibility into your service compliance.

For more information on how to get started with enhancing your service compliance visibility, contact us today.

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