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Vendor SLA / Penalty Cost Modeller

Finance & Accounting

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

Background

Models the expected cost/benefit of SLA and penalty terms in a vendor contract — service-credit impact by scenario and negotiation points to tighten. Use it to evaluate SLA terms before signing. For the transition plan, use the Outsourcing Transition / KT Planner.

Purpose of this tool & output

Model the financial impact of SLA terms and penalties

How the output is used

Use it to model the financial impact of vendor SLA terms and penalties before you sign or renew.

Who should vet it

Your finance head, to confirm the penalty exposure and assumptions before you accept the SLA.

Important cautions

Depends on actual reliability; use as a negotiation aid.

Companion documents

- Offshore vs Onshore Cost Analysis
- Build-vs-Buy-vs-Outsource Modeller
- GCC (Captive Centre) Cost Model
- Contractor-vs-Employee Cost Comparison
- Outsourcing Transition / KT Planner

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