AVAILABILITY

HOW DOWNTIME IMPACTS YOUR BUSINESS

SGS

Availability is the expected time a service will be in operation, and any unpredicted downtime can result in dissatisfied customers.

Increasing customer expectations mean service downtime can have a lasting impact on customer experience and company profits.

Avoiding Productivity Loss

Ensuring customer satisfaction

Protecting Company Reputation

Regulator Compliance

Reducing disruptions to customers and keeping critical systems up and running is an important indicator of success in a competitive business environment.
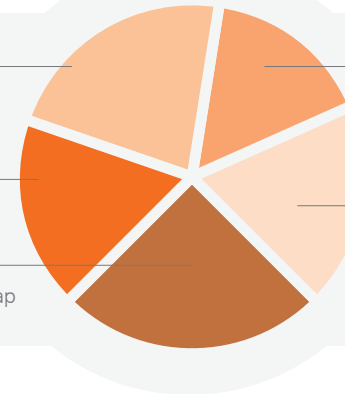
66%

of customers expect real-time responses and interactions

18% Measuring service availability

22% Lack of Resources

25% Knowledge Gap

16% Change Management

25% Cross Team Collaboration

55%

of customers wait only 5 seconds for a website to load before leaving

Higher expectations also mean that the facilitation of service delivery can be a key competitive advantage.

Assurance is not only keeping services running, but having a coordinated response to any disruption is a major focus of an IT audit.

SGS HAS SOLUTIONS IN CERTIFICATION FOR ISO 20000 AND ISO 22301.

ISO 20000
Information technology

specifies requirements for establishing, implementing, maintaining and continually improving a service management system (SMS)

ISO 22301
Security and resilience

specifies requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve a documented management system to protect against disruptive incidents when they arise.

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