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## **Tech Notes: Software**

By Staff

Oblicore, a Cambridge provider of service delivery management software, reports Lufthansa Systems AG, an IT service provider for the airline and aviation industry based in Kelsterbach, Germany, has licensed and implemented Oblicore Guarantee. The initial deployment automates the management and reporting on 750 service level agreements (SLAs). Lufthansa Systems is a systems integrator building upon its successes with aviation customers. Lufthansa is growing its business particularly in banking, health care, government and other industrial sectors. Prior to implementing Oblicore Guarantee, to generate SLA reports, service managers had to manually gather and correlate data from several databases, a Peregrine help-desk system, HP OpenView and SAP.