OUTCOME PACKAGE / SERVICE

CLEAR / SERVICE

Performance measured, remedies evidenced

WHEN TO CALL

QoS failures occur but available evidence cannot support a contractual remedy.

OUTCOME PURCHASED

An evidence chain from SLA to deviation and documented corrective or claim options.

WHAT YOU KEEP

SLA-to-evidence matrix, incident timeline, quantified deviations, obligations and remedy options.

PILOT BOUNDARY

1 contract, up to 3 metrics, 10–15 business days.

ACCEPTANCE TEST

Each reported deviation maps to a source observation, contract obligation and action owner.

KA SANU COMMITMENT: named accountable lead, status and source for every in-scope item; senior oversight; exportable file; no-fee correction of work products failing written acceptance criteria.

Commercial terms: quotation after scoping. No promise of bank approval, financial recovery or regulatory authorisation. Regulated activities require applicable permission.

assurance@ka-sanu.com | consulting@ka-sanu.com | institutions@ka-sanu.com