

# THIRD PARTY MAINTENANCE RISK VS. REWARD



## MAKE SMART HARDWARE MAINTENANCE CHOICES

It's important for IT and Procurement management contemplating third party maintenance (TPM) to evaluate the associated risks and rewards as they consider the service. Here's a simple way to look at it:

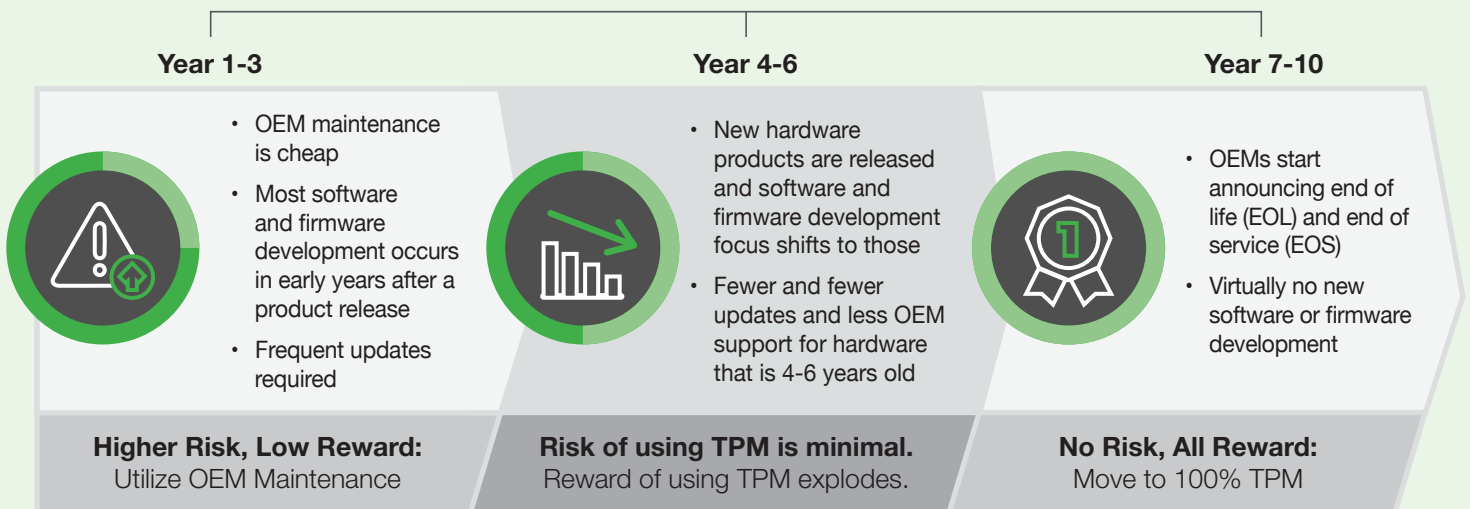
### In the early years after a product release:

- OEM maintenance is cheap
- Parts are scarce and expensive
- Need for software & firmware updates is greatest

### 4 years after a product release:

- OEMs raise maintenance cost
- Parts become abundant
- Need for software & firmware updates decreases

## INVERSE RELATIONSHIP OEM VS TPM



Source: Gartner, 03 March 2017

## REMEMBER



The perceived risks of using TPMs are greater than the actual risks.



Service hardware life is nearly always greater than their planned service lives.



The rewards are saving 50% to 85% on maintenance costs.