

# IT HARDWARE MAINTENANCE ECOSYSTEM

## MAXIMIZING SERVICE DELIVERY

All OEM's and TPMS's utilize the ECOSYSEM and pull resources from a large pool of resources.

All OEMs and TPMs are part of and utilize various organizations within the ECOSYSTEM for service delivery. Whether it's Field Engineering for NetApp using TSP or IBM and Dell/EMC utilizing UNiSYS or Cisco outsourcing parts of TAC and onsite delivery, the key question for both OEMs and TPMs is: How do you deliver great service and maximize the ECOSYSTEM for cost reduction as the marketplace becomes more price driven?

