

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:

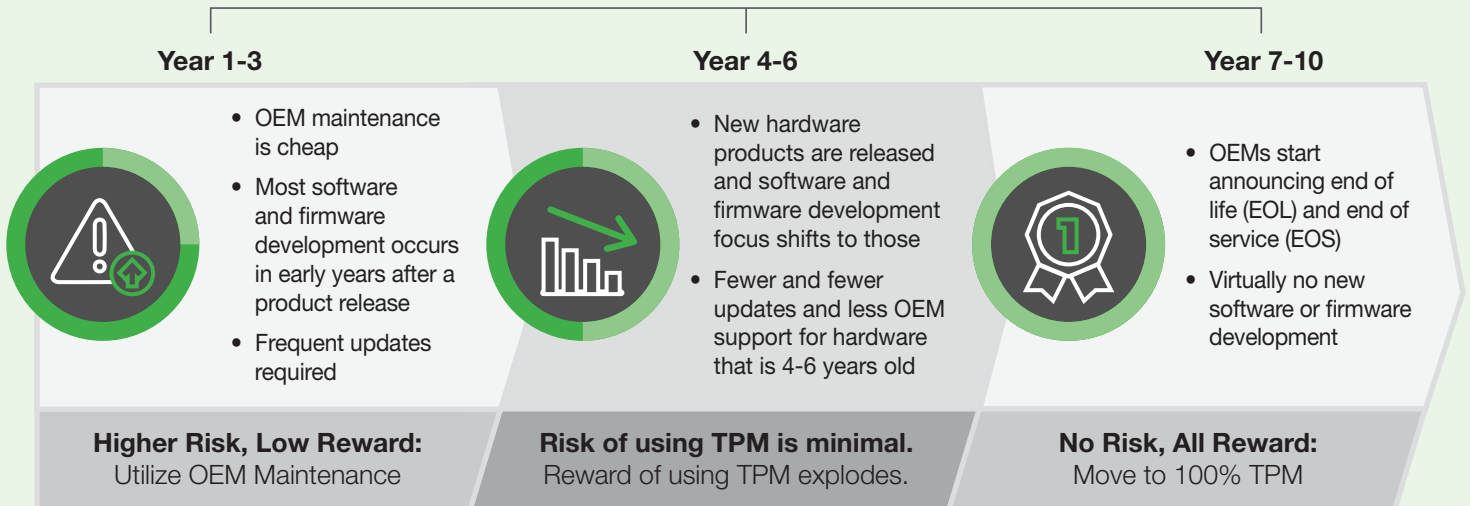
In the early years after a product release:

- 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.