



TAM

IT – Differently

THIRD PARTY DATA CENTER MAINTENANCE

A comprehensive look at OEM maintenance assumptions, industry facts to dispel those assumptions, and a path to IT cost savings.

IT decision makers are forced into upgrading their infrastructure every three to five years due to unnecessary OEM mandates, costly maintenance contracts, and end of support life policies. And most companies don't even know alternatives exist.

If you are forced into forklift upgrades by the OEM, or are paying exorbitant fees for them to maintain your existing environment, with little left over for innovation and growth, let TAM introduce you to an alternative solution.

1ST ASSUMPTION

FACT

"When your maintenance contract expires, the most cost effective move is to upgrade to brand-new equipment instead of shouldering the high cost of post-warranty support."

OEM maintenance can be prohibitively expensive and can often make buying new equipment seem like a more attractive option. However, a TPM can help you reduce your annual maintenance expenditures by offering continuous hardware coverage, extending the life of your existing IT assets beyond end of warranty or end of service dates dictated by the OEM.

CONSIDER THIS

The OEM is in the business of, and motivated to sell new products. Their goal is not to encourage you to hold onto existing equipment that is still meeting your performance objectives. This may explain why OEM post warranty equipment costs spike sharply after your three-year contract expires. Buying new may "seem" like a reasonable and financially sound choice.

The cost of a new enterprise-level system is incredibly high. There's endless research and quality built into data center equipment, which is conducive to a longer lifecycle. Before assuming that you only have 2 choices; high maintenance costs or an even higher forklift upgrade, you owe it to yourself to look outside the OEM for reliable alternatives that could add 4-6 years of life to your hardware, and for pennies on the dollar.

According to Forrester, 80% of people are unaware that there are alternatives to OEM maintenance. Be the 20% who don't allow the OEM to dictate their environment.

TAKEAWAY

End of Service Life (EOSL) does not mean end of working life. You can effectively manage your environment and budgets by avoiding the high cost of post-warranty OEM maintenance or forced upgrades without compromising service or reliability by using a TPM provider.

2ND ASSUMPTION

FACT

"You must upgrade to new equipment once your current hardware reaches EOL or EOSL."

According to Gartner, the useful life of most hardware is 7-10 years.

CONSIDER THIS

As equipment goes EOL or EOSL, the OEM moves away from selling and servicing those systems. They want to switch you over to new gear, because its business model rests squarely on the sale of new hardware.

End-of-Life can also mean End-of-Development (EOD) - meaning that the equipment is typically in a stable release. The bugs are fixed, no future updates are needed. And End-of-Service-Life specifically means that the OEM has a fixed date when it will no longer offer its own high-priced version of support.

Despite the OEM's cautions, the fact is that TPM providers have multiple resources and supply lines to ensure access to meticulously tested parts that will keep you up and running.

If your equipment is nearing or in an EOL/EOSL phase, it does not mean you are without support options and must replace it.

TAKEAWAY

Using a TPM can extend the life of your EOL and EOSL equipment without losing performance or increasing downtime at a fraction of OEM costs. This allows you to increase overall ROI, saving money for innovation and growth.

3RD ASSUMPTION

FACT

"Software updates are always essential"

Software updates may not be as important as you think and aren't always required to keep your equipment running smoothly.

Software/firmware/microcode concerns loom large for most data center admins. Perhaps your biggest reservation to using a TPM is losing access to patches and/or software upgrade. To put the software access question in the proper perspective, you should ask yourself the following question:

QUESTION

Do I need the latest level of software/firmware/microcode?

While there are legitimate reasons for being at the latest software/firmware/microcode, there may be no real benefit to being on "the bleeding edge" of release levels for equipment. Frequently new versions are not being released for equipment that has moved beyond OEM factory warranty. If your environment is stable and not overly dynamic, software/firmware/microcode updates are a moot point. This does not discount the need to address security concerns or usability issues, but other updates may not be necessary for you to continue using your existing environment.

TAKEAWAY

Updates are often available even without OEM coverage. These updates are not always necessary, however, especially for a product that is in a stable, established environment. Don't be afraid to ask specific questions. You may find TPM service is a viable option once you know all the facts about software/firmware/ microcode availability and necessity.

4TH ASSUMPTION

FACT

"Support is always provided by an OEM engineer."

OEMs often employ contract workers to maintain their equipment. You may already have first-hand experience with a non-OEM engineer. The OEM and TPM engineer might possibly be one in the same.

CONSIDER THIS

You might be surprised to learn that the actual number of OEM-employed service engineers is quite low. To keep their own costs down, the OEMs may farm out a majority of their break/fix issues to contract engineers while still charging you a premium OEM rate.

If the OEM is comfortable engaging non-OEM engineers to keep your equipment running, then why not consider an alternative means of support yourself?

TAKEAWAY

Ask the question – why pay a premium for service that is available to you for less?

5TH ASSUMPTION

FACT

"OEM service engineers are specially trained experts with exclusive insider knowledge."

OEM "factory training" does not equate to "better support."

CONSIDER THIS

If your support engineer is an OEM employee (not a sub-contract engineer), his/her technical expertise does not automatically reflect a greater level of knowledge or skill. OEMs tend to invest less in training and resources for support. Executing top-notch service can take a back seat to sales.

You should be looking for a company with a business model that focuses on service, not product sales. Reputable TPM engineers have the additional skills and extensive internal resources to successfully support a variety of OEM equipment. An OEM engineer is only authorized to fix problems within certain parameters. If the problem is with another brand of gear, the OEM engineer cannot step up. In contrast, a TPM engineer is empowered to solve a broader range of issues that fall into the "gray area".

TPM engineers typically have a more comprehensive range of skills and experience to support a variety of OEM equipment.

6TH ASSUMPTION

FACT

"For the best in service delivery, you should always choose the OEM."

This may have been true 30 years ago, but times have changed.

CONSIDER THIS

The substantial cost savings with a TPM is just one piece of a comprehensive assessment. The OEM's main objective is to sell you new equipment and try to motivate you by raising the price of your maintenance or discontinue support altogether. A TPM's primary, if not only line of business is focused on maintaining your post-warranty OEM equipment. So, they are driven to deliver a high level of customer satisfaction to sustain their business model.

In the data center, you need more than just a cost advantage. You need service that translates into less downtime, fewer headaches and more flexibility to meet the demands you're facing.

TAKEAWAY

It's possible for you to find a cost-effective maintenance solution without sacrificing service.



ARE YOU TIRED OF FORCED UPGRADES
AND HIGH MAINTENANCE COSTS?

IF YOU ARE LOOKING FOR COST SAVINGS
AND CHOICES OUTSIDE THE TRADITIONAL
INDUSTRY NORMS AND OEM MANDATES...

YOU'VE COME TO THE RIGHT PLACE

There are many other important things to consider when making your decisions around data center maintenance. Contact us and we can discuss several other important factors and answer your questions. We have helped many organizations with these important decisions and we can help you too.

We offer a single point of contact for IT support contracts, no matter the brand, age, location, or SLA need, while saving our clients 50% or more over the cost of OEM maintenance.

HARDWARE LIFE IS SHORT- BUT IT DOESN'T HAVE TO BE!

Before signing onto a brand-new equipment forklift upgrade, or spending unnecessary budgets on OEM maintenance, consider the options of third-party maintenance, which offers you a practical and beneficial alternative to overpriced support.

Don't allow the OEM-defined upgrade cycles that are designed to shore up their profits, eat into yours. Take a second look at all of your options.

Call us today at: 1-800-265-9201

or visit our website: TotalAssetManagers.com



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