Third-Party Maintenance

As an IT professional, you're tasked with a lot. Your organization needs to use technology as a differentiator, while keeping spending to a minimum – it's a lot to ask. Using a third-party maintenance (TPM) solution is a strategic and well-established way to get the quality coverage you need while saving money that can be used on other high-priority needs in your infrastructure. CXtec's *RapidCare®* TPM program has your back. Here's why:

Cost Savings

- Costs up to 50-60% less than OEM support offerings
- Free shipping on both inbound and outbound product
- Keep legacy assets longer and further capitalize on your initial investment
- Significantly reduce both capital investments and operating expenses

Peace of Mind

- Guaranteed next-business-day advanced replacement of your products
- Top-quality genuine replacement product – our equal2new® certified pre-owned brand complete with a 99.51% reliability rating
- Same day shipping to anywhere from our 70,000-square-foot, ISO9001:2008-certified testing facility
- Guaranteed availability of parts for every component under your contract

Flexibility

- Blend the ideal solution for you with next-business-day replacement, onsite spares, and/or remote support
- Versatile agreements and co-termination dates for all your contracts
- Multi-generational hardware support – RapidCare covers current to legacy technologies and even OEM end-of-life equipment

Ease

- Cover all of your current equipment, including routers, switches, servers, optics and storage
- You're a top priority with us – our goal is to quickly resolve your issue
- Accelerate your mean time to repair – each call is treated with urgency

FAQs about TPM

There's a lot of misinformation out there about third-party maintenance. We'd like to help clear up any misconceptions you might have!

Will replacement hardware from a TPM provider be counterfeit or have a higher failure rate?

Absolutely not. We only provide genuine OEM hardware. With 40 years of experience in the industry, we have extensive counterfeit abatement procedures in place and we source our equipment from end users like you. In addition, our state-of-the-art testing facility guarantees a 99.51% reliability rating, higher even than most OEMs claim on new equipment.

Can a TPM provider offer bug fixes, patches and updates?

No, we can't. But the key consideration to remember is that eventually even an OEM support program will no longer provide software updates. So why keep paying for services you simply won't receive? Don't pay for what you don't need. Don't pay for what's not coming. And don't pay for what's free. Look for products that the OEM has deemed end of software support. This is an excellent opportunity for savings.

Can a TPM provider get me replacement products the next business day?

Definitely. RapidCare provides guaranteed next-business-day advance replacement for your equipment. We will keep you up and running.

Can I put pre-owned equipment sourced from secondary market providers on OEM support?

For a fee, you can. The OEMs will usually make you pay for an inspection, or institute a reinstatement fee, thereby driving up your costs. It will make more financial sense to use a TPM provider's maintenance.

Do TPM providers really have the expertise to help me?

Yes, our technical engineers have numerous OEM certifications and are very qualified to help with all your support needs. In fact, it's much easier to talk to us on the phone than it is to become a priority in the lengthy and frustrating process of OEM customer service.

Can I just pay a flat rate yearly for OEM support?

Unfortunately, no. As the OEM's planned obsolescence of its equipment approaches, its price for support increases and fewer services are included in the agreement. At this point, many times the OEM maintenance plan costs more than the hardware it's supporting. This is when TPM becomes the smartest option.

We hope this helped you better understand how TPM can be a smart addition to your support strategies.

According to Gartner:

TPM contracts will offer customers an average of 60% savings off of OEM support list prices. However, depending on equipment type, location and product density, Gartner has seen that the range of savings with TPM contracts is 50% off OEM list up to 95% off OEM list.

- Gartner, Competitive Landscape: Leveraging Third-Party Maintenance Providers for Data Center and Network Maintenance Cost Optimization, North America, 17 March 2016 [ID G00294372]

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