



# Third-Party Maintenance

## RapidCare® – The Flexible Customized Solution

As an IT professional, you're tasked with a lot of responsibilities. Your organization needs to use technology as a differentiator, but you also have to keep 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 lower OPEX costs while still getting the quality coverage you need.

*CXtec's RapidCare® TPM offering helps provide complete life cycle management – letting you redefine your IT strategy. 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 replacement of your products when you need them
- Top-quality genuine replacement product
- Assured availability of parts for every component under your contract

### FLEXIBILITY

- Enjoy multi-year custom contracts and co-termination dates
- Multi-generational hardware support covering current, legacy, and even OEM end-of-life equipment
- Multi-vendor hardware maintenance options so your brand of choice is covered

### EASE

- Cover all of your current equipment, including routers, switches, servers, storage, and optics
- 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

### LEVELS OF SUPPORT

8x5xNBD | 8x5x4 | 24x7x4

Don't feel like OEM support is your only option. Use a **hybrid support** strategy and right-size your solution.

**RapidCare** provides peace of mind with superb product and simplifies your support experience with knowledgeable technical expertise.

# Redefining the IT Life Cycle

CXtec helps you Redefine IT Strategy™ with complete IT life cycle management.

An investment in third-party maintenance is an investment in your own independence. You free yourself from expensive OEM support plans, and you get a solution that best fits your needs.



## FAQ's 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.

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

No, we can't. But we can assist you with the deployment of any patches you have the legal right to use. And another 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 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.***

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## 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, Know When It's Time to Replace Enterprise Network Equipment, March 2015, Foundational June 2016. [ID G00273656]

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