

Manufacturers usually offer a three-to-five-year guarantee on equipment. After the warranty period, you must pay for repairs or purchase a maintenance contract.

TPM & OEM

Why select a third-party maintenance provider over the original manufacturer? Here are some of the reasons:

THIRD-PARTY MAINTENANCE (TPM)

LOWER MAINTENANCE COSTS

With third-party maintenance, you can save 40–70% compared to the OEM price by only paying for the support you need.

SUPPORT AVAILABLE FOR MULTIPLE BRANDS

A third-party maintenance company can cover all your hardware, while OEM will only service its own hardware brand.

> FLEXIBLE SLA OPTIONS

TPM providers are experts at making support contracts and service levels that are customized to be just right for your needs.

> TPM GOAL IS TO EXTEND HARDWARE LIFE

TPM aims at keeping your equipment in excellent form. They find the right parts to fix your equipment instead of trying to get you to buy the newest model.

ORIGINAL EQUIPMENT MANUFACTURER (OEM)

MAINTENANCE PRICES THROUGH THE ROOF

The OEM is motivated to sell you new equipment, which leads to a massive spike in maintenance costs after your term has ended.

SLOWER RESPONSE TIME

Large OEMs have complex management structures. Every request for help has to go up the chain of command before it can be approved.

ONE SIZE FITS ALL SLAS

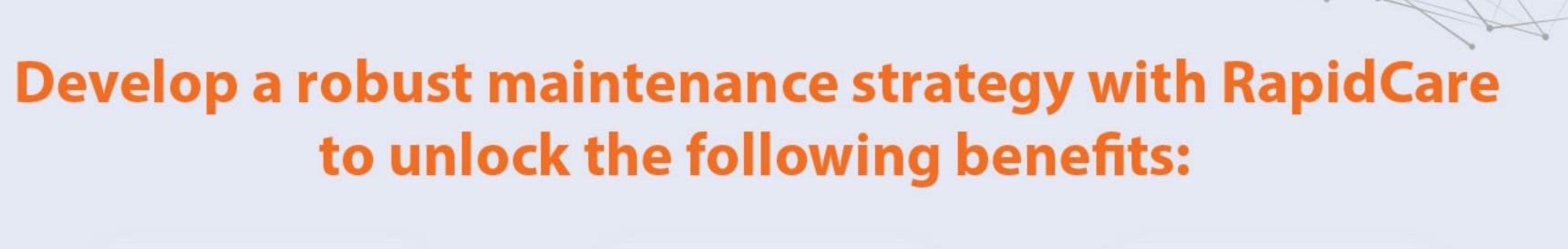
Manufacturers offer only a few choices. You might face delays and fines if you try to change or personalize their pre-written SLAs.

OEM GOAL IS NEW HARDWARE SALES

OEMs favor a new hardware sale over maintenance and repairs. The goal of high support costs is to get you to buy new hardware sooner.

Why choose RapidCare® by CXtec?

RapidCare by CXtec is an industry-leading third party maintenance service that brings together a gamut of unmatched capabilities along with our depth of experience in the secondary market.





Speedier 24x7 hardware support



60% decrease in IT expenditures



An extended hardware lifecycle





Customized contracts

on-site engineers

Brand-agnostic

Hardware replacement

Different service level agreement options

Redefine your IT Strategy with

industry-leading third-party maintenance