



RapidCare® – The Fast and Easy TPM Solution

As an IT infrastructure operator, you want a break/fix service to be fast and easy to use, and you want high-quality replacement parts. But you definitely don't want to pay a premium for what you don't need in a service.

Using CXtec's RapidCare® third-party maintenance (TPM) is a great way to get highly capable, well-supported break/fix maintenance into your environment. RapidCare is ideal for your stable, mature and not-ready-to-retire infrastructure devices where OEM support is too expensive, not available, or doesn't make sense.

RapidCare is an industry-leading service because of CXtec's depth of experience and unmatched capabilities in the secondary market.



Easy on the Budget

- Costs up to 50-60% less than OEM support offerings
- Utilize a basic break/fix support plan and avoid punitive OEM maintenance price increases designed to force an upgrade
- Stretch the lifespan of functional infrastructure devices that don't have a strong business need to upgrade
- Market-driven pricing, predictable, and easy to understand



Easy for us to Deliver

- High-quality break/fix oriented engineering support focused on failed part remediation
- High-quality tested and vetted replacement parts, the same processes and sources as our equal2new® brand
- Deep inventories and a wide supply chain of all replacement parts, even for really old gear

Easy for us to Transact

- Put multiple OEM brands all on one maintenance contract
- Co-terminate adds to contract for easy contract renewals and management
- Delete gear as you decommission, add gear as the OEM warranty expires

Easy to Use

- Fast and simple ticket opening
- Quick triage support focused on getting the failed part replaced
- Expedited dispatch to field engineering resources with minimal checklists

Third-Party Maintenance

SERVICE LEVELS AVAILABLE

- Technical Support:
 - Fast Service:* 8x5xNBD
 - Faster Service:* 24x7xNBD
 - Fastest Service:* 24x7x4
- Advance Hardware Replacement: 4-hour* or Next Business Day (NBD)
- Onsite Field Engineer: 4-hour or NBD

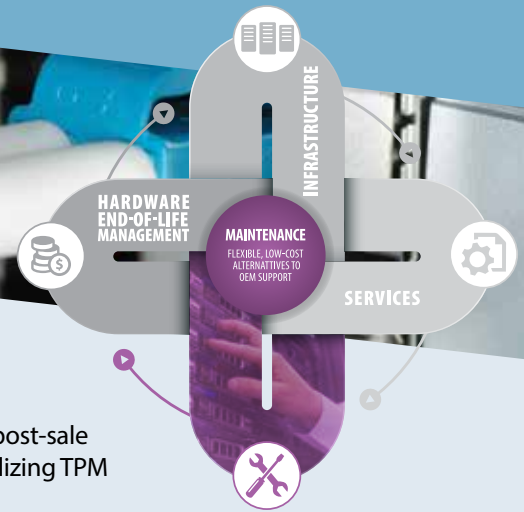
**Not available in all areas or on all eligible devices*



Redefining the IT Life Cycle

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

Third-party maintenance introduces real competition into the OEM-controlled, post-sale service and support marketplace. Avoid being manipulated into refreshes by utilizing TPM where it makes sense for your business and your infrastructure operation.



FAQs about TPM

Many people don't have a clear picture of what TPM is and what it can and can't do for you. We'd like to help clear up any misconceptions you might have below.

Where do you get your replacement parts?

We buy end user gear directly from the end user, surplus gear from resellers, and we scour the market for equipment gently or lightly used. We run it through extensive quality checks to verify its authenticity and fitness for use in a production environment. We only buy working units, and we don't repair anything to bring it into our supply chain.

Can I get bug fixes, patches and updates?

We can't distribute them because we are independent of the manufacturer. But we can tell you where to get them, what you're entitled to, and what we'd advise you to apply. Generally speaking, our advice with mature infrastructure is to NOT introduce risk into its operation by applying an update for the sake of applying an update. Many manufacturers do not restrict access to code, but some do. We can take your infrastructure list and advise you using our knowledge of OEM policies and requirements to help you determine if RapidCare fits in your environment.

Why can't I just call you when something breaks and needs fixing? Why do I have to have a support contract?

Contracts enable us to plan ahead and make the investments necessary to get parts on our shelves where we need to maintain your SLAs, staff up for anticipated technical support volume, and be ready with field technicians when

you need us. Gear breaks on an irregular and unplanned schedule and we need to be ready for your call.

Do your RapidCare tech support engineers really have the expertise to help me?

Yes, in fact our technical support is typically regarded as better in scope by our end users than OEM technical support because our tech support engineers are focused on break/fix and return to service. They are not constrained by over-scripted OEM troubleshooting. Most of our backline support personnel are former OEM employees who enjoy devising break/fix solutions and solving problems.

If you can't fix it, can you escalate to the OEM?

We don't support gear that we aren't 100% certain we can solve all anticipated break/fix issues on. Just released equipment, heavily software- and license-dependent gear, and extremely complicated gear is not a good fit for RapidCare. We successfully resolve tens of thousands of break/fix service calls every year with no call for OEM escalation. If you are concerned that your infrastructure gear will need regular escalation to the OEM, we recommend that you put it on an OEM support contract.

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]

WE HOPE THIS HELPED YOU BETTER UNDERSTAND HOW CXTEC'S RAPIDCARE SERVICES CAN PROVIDE EXCEPTIONAL VALUE IN YOUR INFRASTRUCTURE ENVIRONMENT. ASK US TODAY FOR A COMPLIMENTARY RAPIDCARE FITNESS ASSESSMENT!