

Six reasons to partner with a Third-Party Maintenance Provider

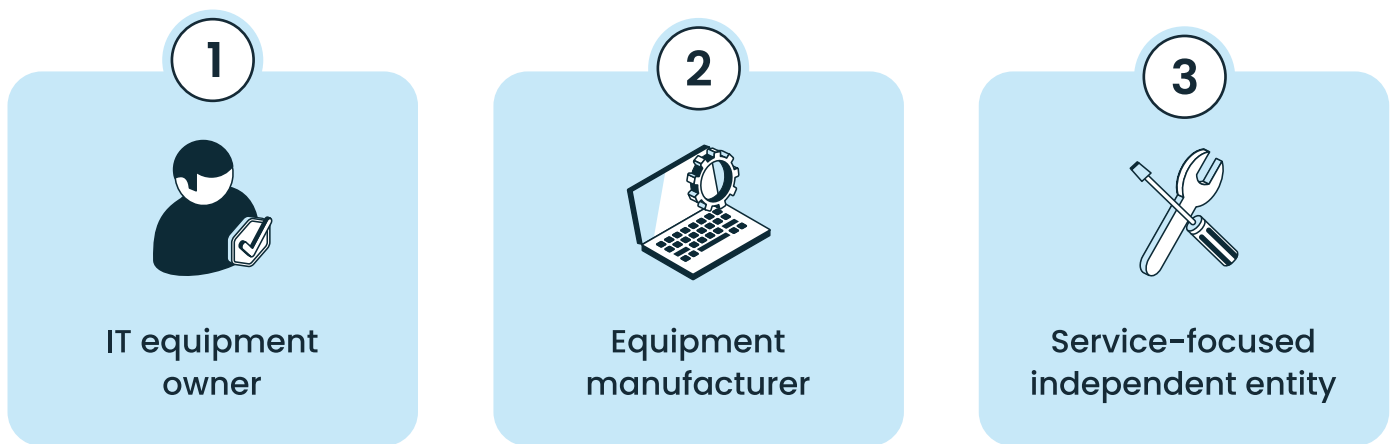


So, what is TPM? ➔

Let's be honest. There are a number of reasons that a business might choose to partner with a third-party maintenance (TPM) provider. There are the obvious factors like cost savings and sustainability, but today more than ever before, CIOs are making time to take a good hard look at how their IT infrastructure is managed.

Let's start with what 'third party' means.

The IT equipment owner is the 'first party', the company who manufactures that equipment is the 'second party', and the 'third-party' is an independent entity focused entirely on quality service delivery to the first party.



Third-party maintenance (TPM) is a common-sense option for more cost-effective hardware support and service offered through a company that is completely independent from the original equipment manufacturer (OEM). Strong TPM providers have trained, OEM-certified engineers who are 'technology-agnostic' experts across many hardware types and brands, allowing them to offer support for hardware beyond End of Service Life (EOSL) for multiple manufacturers.



An experienced TPM provider offers a variety of services including: ➔

- 1 Equipment maintenance (with Level 3 tech support)
- 2 Replacement or repair of enterprise and data center hardware
- 3 On-site engineering assistance
- 4 Remote monitoring
- 5 Operating support
- 6 Consulting expertise and more

Conversion from traditional manufacturer to TPM support is happening at an unprecedented rate. Why? Because TPM providers continually demonstrate the value they can bring to an organization by offering flexible, comprehensive IT support solutions at significantly **lower costs (up to 70% in some cases) compared to OEM maintenance.**

And an 70% saving on your IT maintenance spend is not something to be dismissed. TPM providers have effectively disrupted the traditional IT maintenance market by allowing businesses the opportunity to extend the useful life of their networking, server and storage assets. Companies all over the world are reducing their costs, increasing the flexibility and reliability of their service contracts, and embedding more sustainable practices inside their businesses whilst leaving a lighter footprint on the planet.



“TPM providers can save you up to 70% on IT Maintenance”

So, why choose a Third-Party Maintenance provider? ➔

We have compiled a list of the six top reasons to partner with a quality TPM provider. From cost savings and flexibility, to global reach and boosting economic and environmental sustainability, your third-party maintenance provider – independent and brand-agnostic – is focused on your IT infrastructure needs. Whether it's hardware, maintenance or professional services, they deliver.



1

Customer
Centricity



2

Cost
Savings



3

Sustainability



4

Reliability



5

Flexibility



6

Global
Presence

1. Customer centricity

To understand the depth of customer-centricity that a TPM provider is capable of, you must first understand the way that an OEM operates.

Manufacturers

are, by definition, focused on product innovation, research and development, equipment production and hardware sales. The OEM business model is predicated on selling new hardware, as often as possible.

TPM providers





on the other hand, are focused on system maintenance and support, which means their core business is customer service, and the customer's needs are naturally at the center of their offering.

End-users typically have a heterogeneous range of equipment in their datacenters – old and new equipment, from multiple different vendors – that needs maintaining.

Exceptional TPM providers are willing and able to adapt the services they offer to meet the specific needs – and infrastructure – of the customer. They understand that the IT industry changes at a faster pace than most businesses, and flex to help customers bridge the gap between upgrades and obsolescence, even if it means adjusting standard processes.

Although they work closely with OEMs to understand their full range of products and how to support them, experienced TPM providers are able to completely dedicate themselves to customer satisfaction and include rigid Quality Management Processes at the heart of their offerings.

A quality TPM provider will have a team of highly-trained, Level 3, OEM-certified technical engineers offering 24/7 live support, and its own testing lab for pre-owned hardware certifications.

-  24/7 live support
-  Instant access portal
-  SLA of four hours
-  Multitude of forward stocking



Most will have a customer portal that allows instant access to asset and service information from any device, and from any location – with updates in real-time.

What's more, the TPM standard SLA of four hours compares favourably to call-hold of the same time with OEMs. Additionally, a reliable TPM provider will have a multitude of forward stocking locations across the globe, ensuring that replacement hardware is always as close to the customer as possible.

An independent TPM provider will always guide the customer to help them answer common questions, like:

- ① How old are my IT assets?
- ② Do I need software support?
- ③ What is the criticality of each asset in my infrastructure?

These questions help to inform vendor-agnostic decision-making that delivers cost-savings, sustainability and reliability.

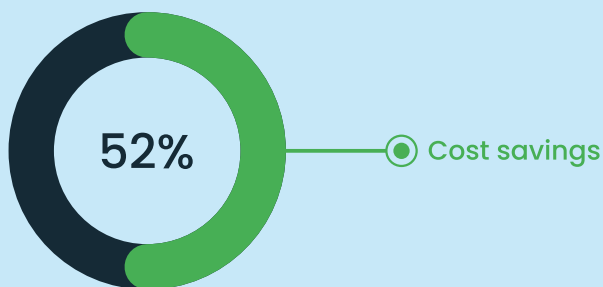


2. Cost saving →

In the current climate, all Infrastructure and Operations managers are looking at ways to pare back IT spend.

The fact is that **third-party maintenance can cost up to 70% less than OEM maintenance contracts**, and enables significant lifecycle extension for existing IT infrastructure – reducing hardware CapEx and OpEx costs and protecting business investments.

52% of I&O organizations selected “lower costs” as one of the top three important goals for the next 12 months.¹



TPM engineers understand postwarranty, End of Life (EOL) and End of Service Life (EOSL) issues, and are able to undertake infrastructure audits to look at which of your IT assets can be rolled over after warranties expire, and identify opportunities for repair, reuse and recycling.

Budget that is saved by delaying hardware replacement for five or even ten years can be rechanneled into other business priorities like digital transformation or upgrading missioncritical infrastructure.

While all IT assets will eventually reach their true EOL, **there is money to be saved and gains to be made by pushing that date out** and increasing mean time between failures (MTBF) by using the expertise and experience of a good TPM supplier.

1. Source: Gartner, COVID-19 Response: Top 7 Cost Reduction Actions for I&O Leaders, Katherine Lord, 10 April 2020 GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.

3. Sustainability

IT sustainability is no longer optional – both from an environmental and economic standpoint. It has become the ‘hygiene factor’ for all good companies, with an increasing emphasis on meeting the UN’s Sustainable Development Goals, and increasingly popular ESG investment measures.

Research shows² that 53.6 million metric tonnes of e-waste were generated worldwide in 2019, up 21% on the previous five years. That number is estimated to reach 74 million metric tonnes of e-waste by 2030 if IT and electronics manufacturers and their customers continue as they have been.

TPM providers are committed to making IT infrastructures more sustainable – both economically and environmentally. EOL and EOSL dates don’t mean that hardware can no longer be used. **TPM allows you to continue using your existing hardware well beyond those dates**, avoiding unnecessary upgrades, minimising greenhouse gas emissions from unnecessary manufacturing processes, and reducing e-waste.

Recent ‘Right to Repair’ rulings out of Europe mean that **repairs will become systematic**, cost-efficient and less problematic – whether through extended product guarantees, guarantees for replaced parts, or better access to information on repairs and maintenance. The legislation also means that branded software and firmware upgrades must be maintained for longer or developed using opensource code. Other countries are already evaluating similar measures.

‘Right to Repair’ legislation is likely to increase the interest and appeal around TPM, helping businesses to optimise their IT infrastructure, achieving greater economic and environmental sustainability.

2. <https://www.itu.int/en/ITU-D/Environment/Pages/Spotlight/Global-Ewaste-Monitor-2020.aspx>



4. Reliability

Another key advantage of a TPM provider is that it is a single point of contact for all of your IT management and maintenance issues.

Instead of having to deal with different equipment providers to try and track down the source of the problem, a **TPM takes full responsibility for all of the equipment under their care**, regardless of the manufacturer.

Because they are 'technology-agnostic', TPM providers have experience working with multivendor equipment which gives them a deep understanding of how different pieces of IT infrastructure work together. **They have visibility over the entire IT ecosystem, so, when there is a problem, they can work autonomously and simply get on with trouble-shooting.**

Depending on the size of the business, analysts estimate that system downtime can cost hundreds of thousands of dollars per hour, which means that – when working on a solution – every minute counts. **Relying on one provider to manage your entire infrastructure saves time and increases efficiency** when it matters most.



Single point
of contact



Visibility of the
entire IT ecosystem



Efficiency
increased



5. Flexibility

A recent study³ of TPM customers showed that 90% saw clear benefits in terms of lowered costs, reduced risks and increased flexibility – all while retaining vendor flexibility as well.

The ability to choose whichever brand of IT infrastructure you prefer, and have that supported by a single TPM supplier on a single contract with unified SLAs, frees up time and resources.

TPM providers can also **customize your service level agreements (SLAs)** to ensure you're only paying for services you actually need.

Having a single point of contact also allows increased flexibility when managing contract dates for different assets, implementing SLAs, and **tailoring service packages to the specific needs of your business**.

Plus, you'll be **able to reach out to that same person for any other additional needs that may arise**, such as installation, hardware upgrades, data centre moves, equipment rental, data disposal, and more.

3. Dimensional Research, "Trends in Data Center Procurement and Support," January 2016

6. Global presence

A TPM provider with global reach can support a worldwide portfolio for international organisations, **offering the same quality of service and technical expertise regardless of location**. Asset management processes, technical support and maintenance interventions are all controlled seamlessly from the same centralized management platform.

Your international business needs an experienced global TPM provider with reach, and a strong local presence on every continent: Europe, the Middle East, Africa, North and Latin America and the Asia-Pacific region. **TPM suppliers with multiple offices around the world, whose employees speak dozens of languages can provide unparalleled maintenance support** for customers worldwide.

Global partnering with a TPM provider who has truly global reach makes good sense. These types of TPM providers have strategically-placed stocks of fully-tested and preconfigured equipment and spares in warehouses across the globe, **which means faster repairs and world-class service wherever you are**.

And with global service agreements, **service levels are assured at each and every one of your business locations**.

A single TPM supplier on a single contract with unified SLAs, frees up time and resources.



Single Point of Contact



Local Presence



World-Class Service



Flexible Service Agreement

Conclusion →

Making the decision to switch to a third-party maintenance provider seems obvious.

TPM partners are focused entirely on the customer: protecting your IT investment and increasing the lifespan of your assets, while ensuring business continuity and quality of service.

There's no need to compromise on service quality to generate savings. You can have both, along with a long list of other benefits.

Shifting your maintenance needs to a TPM provider can be done seamlessly, enabling you to painlessly tap into the vast benefits of a revolutionary maintenance service. **There has never been a better time to partner with a TPM provider to support your organization, safeguard IT investments, and free you to refocus time and money on your core business.**



Find out how evernex can help.

Evernex has global reach and supports more than 15,000 customers worldwide



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