

THE BATTLE FOR Maintenance Superiority

Original Equipment Manufacturer



Status Quo

When it comes to post-warranty maintenance, shouldn't the advantage really go to you?

Third-Party Maintenance Provider

The Alternative



COSTS

| OEM | vs | TPM |
|---|----|---|
| <ul style="list-style-type: none"> • Sky-High • OEMs favor a new hardware sale over a maintenance contract. • High support costs are the norm and can lead you back to the purchasing table sooner than necessary. | | <ul style="list-style-type: none"> • Significantly lower costs • TPM providers prefer to meet the need with the best solution. • Lower maintenance costs are a major benefit to keeping your current equipment working longer for you. |



COVERAGE

| OEM | vs | TPM |
|---|----|--|
| <ul style="list-style-type: none"> • Single Brand • OEM engineers service only their own brand of gear. • If the issue involves more than one brand of equipment, providing support might not be an option. • Time spent on determining who "owns" a problem, rather than taking action to fix a problem, only extends your downtime. | | <ul style="list-style-type: none"> • Multi-Vendor • TPM engineers are able to apply their expertise to a variety of OEM storage, server and network gear. • If the issue calls for it, a TPM provider can take the lead, coordinating with other vendors to get your problem solved. • What's the mix in your data center? <u>TPM has you covered.</u> |



ADMINISTRATION

| OEM | vs | TPM |
|--|----|---|
| <ul style="list-style-type: none"> • "Our Way" • OEM contracts tend to lock you into a narrow set of options. • Your changes and customization requests can be met with delays and penalties. | | <ul style="list-style-type: none"> • "Your Way" • TPM agreements offer you flexibility and a wider range of options. • You'll find customized solutions that solve multiple issues – data center updates, budget constraints, and other key business considerations. |