

Finding the right third-party maintenance provider for your data center

Whether you are new to third-party maintenance (TPM) or a seasoned pro, use this set of checklists to help you evaluate and find an excellent third-party maintenance provider.

Does the TPM provider prioritize responsiveness and reduced downtime?

- Designated engineers specialized in supporting your equipment type
- On-site response and repair (not simply drop ship parts/phone support)
- Local parts inventory spared to support your data center equipment
- Low account-to-engineer ratio
- Straightforward escalation procedures
- First-trip repair rate greater than 90%

Are you able to access support quickly and easily - from placing a service ticket to making changes to coverage?

- 24/7 Call center with in-house customer support team
- Customer portal with real-time view of equipment coverage, warranty tracking, and the option to place service tickets
- A quick call from your engineer for each new service ticket placed
- Single point of contact who provides help with billing needs and agreement updates

What flexible options does the TPM provider offer that meet your support needs?

- Multi-vendor support: Cisco, Dell EMC, IBM, HPE and other major OEMs
- Multi-platform support: server, storage, network
- Gap coverage options: flexible time frames
- SLAs: 24/7, Same Business Day, Next Business Day and more
- Customized solutions for service, billing, terms & conditions

How does the TPM provider help you maximize your IT budget?

- Lowers maintenance costs 30-85% over OEM pricing
- No charges or penalties for adding or deleting equipment coverage
- No hidden cost increases

Is the TPM provider recognized for its results, expertise and experience?

- Customer retention
- Customer satisfaction
- Customer references
- Company profile
- Gartner-recognized