



Opting Out of Skyrocketing OEM Maintenance Costs

Third-party support aiding businesses in cost-effective solutions

Senior Vice President of Cloud & Data Center Tech Ops Jan Ross shares how making the switch to Service Express has been the right choice for nThrive.



 nThrive
 Healthcare Solutions
 nthrive.com
 Alpharetta, GA

From Patient-to-PaymentSM, nThrive provides the technology, advisory expertise, services, analytics and education programs health care organizations need to thrive in the communities they serve. nThrive integrates knowledge and expertise of the entire revenue cycle in a way that provides unmatched benefits for health care. nThrive empowers health care for every one in every community by transforming financial and operational performance, enabling health care organizations to thrive.

Improving Value

After joining nThrive, I focused on addressing the rising cost of OEM maintenance. Even though we were using a third-party provider at the time, I was unsure if we were getting the most value for our spend. To find the right solution, we brought in Service Express to provide us with a competitive bid. I trusted Service Express' ability to lower our maintenance costs and provide excellent service based on my previous experience with their support. It made sense to work with them again at nThrive.

Embracing Change

I'm familiar with the hesitation that accompanies the transition from OEM to third-party maintenance. Although change can be scary, you can trust Service Express to meet your support needs. Our partnership with them enables nThrive to continue to invest in true business needs over costly hardware maintenance.

“We work with Service Express because they are a strong partner who is attentive to our needs and committed to our success.”

Lowering Costs

Service Express lives up to their commitment to providing maintenance at a much lower rate than the OEMs or other third-party services. I've been impressed with their engineer knowledge, responsiveness, parts availability, and consistency. Service Express has made a significant impact on my operating expenses while maintaining (or over-delivering) the level of service in the past. We appreciate all that they do and couldn't ask for better support!

Jan Ross

SVP of Cloud & Data Center Tech Ops, nThrive

About Service Express

As a leading third-party maintenance (TPM) provider, Service Express specializes in onsite data center maintenance for server, storage and network equipment. We partner with IT professionals to reduce costs, connect to user-friendly service and optimize infrastructure strategy. Founded in 1993, Service Express maintains multi-vendor data center equipment for healthcare, manufacturing, education, finance, government, technology, and other Fortune 500 companies worldwide.

We also help with hardware system and sales solutions, OS support, IT asset recovery, and data center relocations. For more information about us, visit serviceexpress.com.