



Maintenance Perspectives
Ways to get more from your hardware agreements

Cisco services creates IT conflicts

Stumbling networking provider is making life difficult for existing customers

June 7, 2011

Keep an eye out for typos.

Details are at the bottom of this newsletter's content.

Hardware isn't the issue, but it still matters

A number of recent articles have targeted Cisco in the most scathing terms for their unpopular and perhaps unethical business practices. [This recent piece](#) in the San Francisco Examiner is typical of a growing horde of articles on the subject of Cisco apparently doing all it can to bring itself down. What's clear from these pieces is that hardware issues are not necessarily the major factor driving customers to seek out other brands; the problem is strange behavior exemplified by Cisco's policy of calling the superiors of IT decisionmakers who have changed from Cisco to different networking providers. The behavior is fairly shocking, but documented in the article as well as independently in the comments. And the results of this kind of desperation are also well documented - many clients can't get off the Cisco bandwagon fast enough.

But a network rip and replace isn't a simple matter, and it may not be in the best interest of the business if the competitor replacing Cisco is not as familiar. How can these issues be resolved together? Is there a way to retain some (or all) of the otherwise good Cisco hardware while avoiding the need to deal with Cisco themselves? Luckily, Third party support providers are an obvious asset in these common circumstances.

Two basic approaches to getting out

Once the decision to cut ties with Cisco services is evident, there are two broad courses of action to take.

1. A business can retain the Cisco hardware, but rely on a certified third-party maintenance provider other than Cisco for all network support and monitoring.
2. A business can transition to a different hardware provider, and rely on a certified third-party maintenance provider other than Cisco to support that hardware while it's being phased out as budget and resources permit.

Many other network hardware providers exist, as the linked article points out, but none of them have any incentive or interest in providing SLA-level support for existing Cisco gear. The safer and more cost-effective way to make a transition is to move the maintenance contracts for that gear over to a certified third party maintenance provider for as long as the business has requirements, avoiding the need to deal with Cisco directly for maintenance or support issues.

Free Maintenance Consultation

TERiX is a qualified and certified Cisco maintenance provider who can offer higher levels of support than Cisco themselves - with an engineer onsite same-day with the correct part, if that's the coverage level desired. Other providers generally use slow and messy RFP systems rather than sending in a technician. If you're tired of dealing with Cisco but also aren't looking to do a massive rip and replace of your live network, let us know some [basic information](#) about your business and your datacenter locations, and we'll respond with relevant information. That way you can compare vendors and capabilities to meet your specific requirements. [Click through](#) to find out more!

Did you spot a typo?

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