



Maintenance Perspectives
Ways to get more from your hardware agreements

If you can do it yourself, why aren't you? Independents enable a high degree of self-sufficient maintenance.

March 1, 2011

Keep an eye out for typos.

Details at the bottom of this newsletter's content.

Support overkill and support partnerships

For businesses with highly trained IT teams, internal helpdesk support provides front-line support for software and hardware issues experienced by other employees. For some companies, significant skill set overlap exists between the original equipment manufacturer (OEM) and the IT professionals in your team. It stands to reason that if employees have the certifications, training and background to provide part-level support for a given product or piece of hardware, paying for full-service, hands-off support from OEMs is overkill and a waste of money.

Two factors immediately stand in the way of implementing a more blended, self-service oriented hardware support model. First, OEMs generally only offer support differentiated by the speed of response times, not in the depth of services offered; even the least expensive levels may not allow you to open a box yourself without voiding your warranty. Second, while an IT professional may be as qualified as any part-level OEM technician when it comes to diagnostics and repair, only companies in the parts aftermarket have ready access to certified, in-wrapper OEM replacement parts. OEMs are understandably reluctant to make these parts available directly to their own customers, and sell them only at wholesale volumes that are impractical for an individual business.

Some third party hardware maintenance providers are able to solve for both factors, however. For instance, TERiX Computer Service offers a shared support option on most hardware that provides next-day or onsite parts logistics and offers training and support guidance to enable a high degree of self-sufficiency. At the same time this coverage acts as a safety net against major failure at costs significantly lower than normal OEM maintenance fees. In essence, your IT team can partner with an independent provider as a logistics and engineering outsource rather than leaving support completely in the hands of an external provider. A blended model better utilizes the existing employee talents at tech-savvy businesses and saves IT budget to spend on IT projects other than maintenance.

Free Maintenance Consultation

Is it possible you're overpaying for service levels you can provide more efficiently yourself? Talk with a TERiX sales consultant and find out if your IT teams are in a position to self-maintain some of your existing systems. Let us know some [basic information](#) about your business and your infrastructure - the specifics are optional - and we can get in touch quickly with relevant information so you can compare vendors and capabilities.

Did you spot a typo?

If you're the first person to report a typo in this newsletter at terix.com/transparency, we'll show our thanks by giving you your choice of either a **Starbucks \$15 Gift Card** mailed to you or a **\$25 donation to Kiva.org** in your name. TERiX has been a sponsor of Kiva.org since 2007.



Elsa, Phillipines - Kiva Loan Recipient

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