



**Maintenance Perspectives**  
Ways to get more from your hardware agreements

## Post-Warranty Positives

### 3rd party hardware coverage usually more flexible, less expensive than renewal with OEM

January 4, 2011

#### Keep an eye out for typos.

Details at the bottom of this newsletter's content.

#### Asking the pertinent questions

When a warranty is set to expire on a recent server, storage, or networking purchase, answering the right questions can guide you to balancing support service and costs more effectively. In some cases the best choice will be to simply renew maintenance with the original manufacturer, but in many instances a significant level of savings can be had without any reduction in service level by switching to a third party for post-warranty coverage. In fact, the greater flexibility and broad certifications can even improve service levels in some cases while still reducing costs. How can you determine if your case is one of them?

**First**, analyze what your warranty service level agreement actually provides, and compare that to your service usage over the term of the warranty. Are you paying for access to firmware updates every 12 months when updates only come out every 24 months? Are there other access-level services you paid for but didn't use? Chances are a one-time fee is much lower than the cost of continual access, especially for non-critical machines that aren't under the same high availability constraints as front-line production hardware.

**Second**, do the original equipment manufacturers favor new purchases over providing support on existing equipment? All too often, datacenters are caught up in a wasteful cycle of buying new equipment that promises big savings in power or productivity, only to be decommissioned and replaced by yet more new equipment before the promised savings are realized. Third party maintenance providers, for the most part, are service-only and can help ensure you enjoy all the savings you were promised on your original purchases. This can include keeping legacy equipment up and running much more cheaply than new.

**Third**, do your datacenters run a mix of OEM products? While manufacturers may well provide a volume discount for running a large number of their brand's products, some third party providers can extend volume discounting across brands so that you see significant savings by covering many OEM products together on a single agreement. This in particular is a benefit OEMs can't normally extend unless they rely on a third party partner for service delivery themselves. Given the prevalence of multi-vendor installations, it's not surprising that more than a few name brand OEMs do just that - adding a markup for themselves along the way. If you work with the aftermarket provider yourself, you won't be paying a premium just for the same repair tech to show up wearing the OEM's name tag.

#### Transitioning to a better solution

If one or more of these indicators is relevant to your situation, you may find that TERiX Computer Service is a solid contender to help realize the potential savings. TERiX provides a better answer to all three questions above, functioning as a single agent in procuring updates only as needed, supporting product lines from over 30 OEMs as much as 20 years (and counting) past stated end of life when clients have need, and offering discounts based on total volume, not single brand volume. TERiX also provides a custom support transition plan early, at the proposal stage, so that you know up front what's involved in making a switch before it's too late to stop the process.

## Find Out More

If you can see the potential for savings in your specific circumstances, or if you just want to find out more about third party hardware maintenance in general, please click through to our [general information](#) area on our website. A quick response form is available at the bottom of the page if you're looking for the answer to a specific question about covered product models or geographic areas.

## Did you spot a typo?

If you're the first person to report a typo in this newsletter at [terix.com/transparency](http://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.

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