

# IT Maintenance & Support



TOOLS



OPTIONS



PLANNING



SUPPORT



CONSULTATION



SMART **3RD** PARTY

BETTER SERVICE. EVEN BETTER PRICE.

# DATA CENTER AND NETWORK MAINTENANCE COST OPTIMIZATION, NORTH AMERICA

(Gartner, March 2016)



## COMPETITIVE SITUATION & TRENDS

To achieve greater savings, some enterprises consider Third Party Maintenance (TPM) support, especially for post-warranty data center equipment, or for networking equipment at campus or remote locations. Enterprises need to reduce capital expenditure (capex) spend in networking, and data centers is a supporting factor to consider TPMs.

Some enterprises consider the flexibility and customized support from TPMs as an advantage.

Customers will often switch to TPMs when the original warranty runs out, rather than renew the OEM support contract, due to significant increases in OEM post-warranty pricing. Because of these trends, the TPM market is becoming of more interest to IT Managers.

The third-party data center maintenance, third-party network maintenance and secondary hardware markets are coming together. With the exception of niche providers that strategically work only as a subcontractor to other TPMs, most providers in this space want to offer support across servers, storage and network.

TPM contracts will offer customers an average of 60% savings off of OEM support list prices.

However, depending on equipment type, location and product density, Gartner has seen savings with TPM contracts range from 50% off OEM list price up to 95% off OEM list price.

# NETWORKING

# DATA STORAGE

# SERVERS

These are the building blocks of your IT Infrastructure

If any part of your system is compromised, the results for your business can be catastrophic. You sit in the hot seat and know the cost constraints, the onslaught of technology and the demands from your executives and users.

OEM's have their own agendas and always need more sales and profits. They have you in a tough spot, because it seems you must conform to their warranty, end-of-life, support and software upgrades.

## WE'VE GOT A BETTER WAY

We'll take you from the hot seat to the driver's seat.



## HERE ARE THE EQUIPMENT TYPES WE CAN SUPPORT IN YOUR BUSINESS

### SERVERS

Dell, IBM, HP, SUN, Oracle, SuperMicro

### SERVERS BLADES

HP, Dell, IBM, Cisco

### NETWORKING

Cisco, Brocade, Juniper

### DATA STORAGE

EMC, NetApp, Dell, HP, HDS

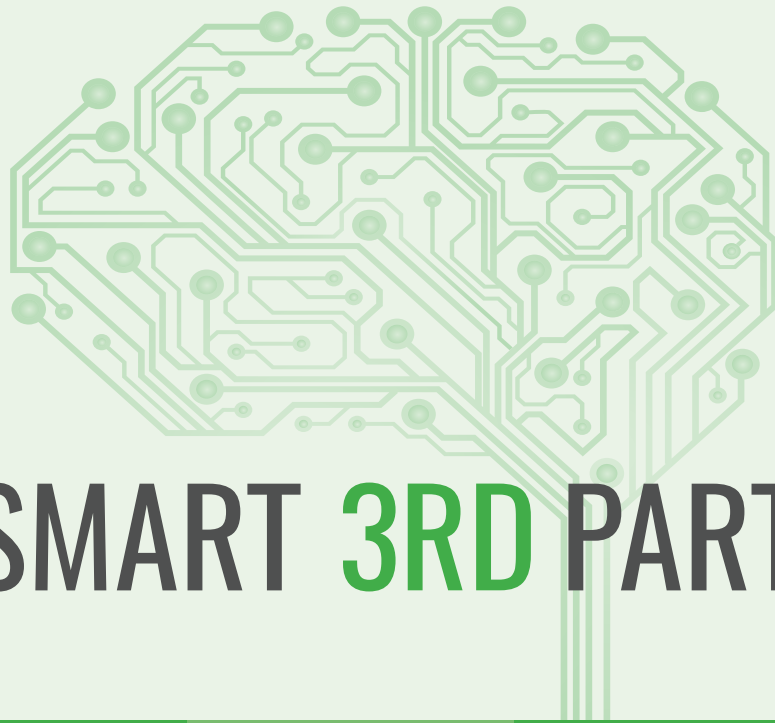
### TAPE STORAGE

ADIC/QUANTUM, QUALSTAR, STK

WHO  
IS



# SMART 3RD PARTY



TOOLS



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CONSULTATION

**WE DELIVER**

**MORE AT**

**A MUCH**

**LOWER COST,**

**GUARANTEED.**

We sit beside you as an alternative to the traditional relationship with the big OEM's. They have done a remarkable job of creating products and services, with the illusion of complete dependence on them.

WE HELP YOU BE "SMART", GIVING YOU THE TOOLS, OPTIONS, PLANNING, SUPPORT AND CONSULTATION TO ASSERT THE RIGHT LEVEL OF INDEPENDENCE FROM THE MANUFACTURERS.

We understand the decision process and concerns involved with making the move from the manufacturer to third party maintenance and support. You defiantly want to reduce costs and at the same time eliminate any perceived risks. Our team can help you achieve your goal of reduced cost and eliminate your risk concerns.

In short, we know where the "fluff" is and how the manufacturer makes their money. We also know where they are most vulnerable and where they don't deliver. We open your eyes to alternatives that you never knew existed.

That's how we make you "smart".

The Big Questions  
For IT Management  
Professionals

# WHO **DRIVES** YOUR IT MAINTENANCE?

You Have Choices

You Can Control Your  
Maintenance Program

You Can Save Money

You Can Increase  
Performance and Reliability

You Can Achieve Better Service

## YOU

Can Drive







# OUR APPROACH

Your program is tailored to your needs. As we meet with you, we will get to the facts.

**How much are you spending?**

**What is the real story** on how many outages you have?

**What is the true life** of your equipment?

**What alternatives are there** for upgrades?

**What parts of your business** are most at risk?

## THEN, WE GO TO WORK, WITH THE FOLLOWING GOALS:

- Fast turn times on quotes (within 24 hrs)
- Flexibility on service level agreements
- Easy to do business with philosophy of doing the “right thing”
- Access to our Smart Desk
- Best-in-class support agreement at a price point designed to win

We consistently beat the OEMs and other 3rd parties at value pricing. That’s how we built our business and we are proud of it.

## OUR 24X7X365 SMART DESK DELIVERS

### HELP DESK & TIER 4 BACKLINE:

Smart NOC, 3 Shifts, First Responders, Rapid Escalation to Tier 4, Smart Engineers, 24x7x365

### PARTS LOGISTICS:

Smart Logistics, Access to World Class Parts, Logistics, 24x7x365

### ON-SITE FIELD ENGINEER:

Smart Hands Team, Trained Skilled FE's, Across the US, 24x7x365

It's our business philosophy that comes from understanding how the market really works. Price is always the major factor, once you've assessed the risk and know you have real options. So, we don't fight it. We just make it happen.

# OUR PRICE BEATS THE COMPETITION

## HOW DO WE DO IT?

Our business model is current, not like the typical legacy 3rd Party Providers. We don't have big offices or a huge sales force. Our team members appreciate working in an environment where we are looking for the best, quickest and most cost-effective solution.

All it takes is a first meeting to get the ball rolling. We know you may have questions. We've heard them all or most of them. And, we also know you might not want to turn over everything to us right away.

Perhaps we need to just start with one location, one type of equipment, one major business unit that has aging equipment, or just another set of eyes looking at your situation. We will offer our years of experience and our value oriented approach.

**YOU'LL DECIDE WE'RE "SMART" FOR YOU.**



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[WWW.SMART3RDPARTY.COM](http://WWW.SMART3RDPARTY.COM)

