

THIRD-PARTY MAINTENANCE

The flexible, customized alternative

You're tasked with a lot of responsibilities. Using technology investments as a competitive differentiator, but still finding the **best value** and **and saving your organization budget money** – it's a lot to ask.

Using a hybrid support strategy can deliver a more right-sized, custom-built solution that will allow you to save money and gain flexibility and independence.

TERACAI's third-party maintenance (TPM) solution is a strategic and well-established way to lower OPEX costs while still getting the quality coverage you need.



COST SAVINGS

- Costs up to 50-60% less than OEM support offerings
- Free shipping on both inbound and outbound product
- Keep legacy assets longer and further capitalize on your initial investment
- Significantly reduce both capital investments and operating expenses



FLEXIBILITY

- Enjoy multi-year custom contracts and co-termination dates
- Multi-generational hardware support covering current, legacy, and even OEM end-of-life equipment
- Multi-vendor hardware maintenance options so your brand of choice is covered
- Servicing both your domestic and international replacement needs
- TERACAI provides technical support expertise along with hardware replacement



PEACE OF MIND

- Guaranteed replacement of your products when you need them
- Top-quality genuine replacement product
- Assured availability of parts for every component under your contract



EASE

- Cover all your current equipment, including routers, switches, servers, storage, optics, and more
- You're a top priority with us – our goal is to quickly resolve your issue
- Accelerate your mean time to repair – each call is treated with urgency



REPLACEMENT SERVICE LEVELS

- 8x5xNBD | 8x5x4 | 24x7x4

OEM support is not your only option. Use a hybrid support strategy and right-size your solution.

TERACAI can show you how.

ACCORDING TO GARTNER

"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 that the range of savings with TPM contracts is 50% off OEM list up to 95% off OEM list."

- Gartner, *Competitive Landscape: Partnering With Third-Party Maintenance Providers for Data Center and Network Maintenance Cost Optimization*, July 2017 [ID G00327262]



www.teracai.com • 1.800.913.9459