

# Why Third-party Maintenance with CXtec is a Smart Move

Manufacturers usually offer a three-to-five-year guarantee on equipment. After the warranty period, you must pay for repairs or purchase a maintenance contract.

## TPM vs OEM

Why select a third-party maintenance provider over the original manufacturer? Here are some of the reasons:

### THIRD-PARTY MAINTENANCE (TPM)

- **LOWER MAINTENANCE COSTS**  
With third-party maintenance, you can save 40–70% compared to the OEM price by only paying for the support you need.

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- **SUPPORT AVAILABLE FOR MULTIPLE BRANDS**  
A third-party maintenance company can cover all your hardware, while OEM will only service its own hardware brand.

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- **FLEXIBLE SLA OPTIONS**  
TPM providers are experts at making support contracts and service levels that are customized to be just right for your needs.

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- **TPM GOAL IS TO EXTEND HARDWARE LIFE**  
TPM aims at keeping your equipment in excellent form. They find the right parts to fix your equipment instead of trying to get you to buy the newest model.

### ORIGINAL EQUIPMENT MANUFACTURER (OEM)

- **MAINTENANCE PRICES THROUGH THE ROOF**  
The OEM is motivated to sell you new equipment, which leads to a massive spike in maintenance costs after your term has ended.

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- **SLOWER RESPONSE TIME**  
Large OEMs have complex management structures. Every request for help has to go up the chain of command before it can be approved.

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- **ONE SIZE FITS ALL SLAS**  
Manufacturers offer only a few choices. You might face delays and fines if you try to change or personalize their pre-written SLAs.

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- **OEM GOAL IS NEW HARDWARE SALES**  
OEMs favor a new hardware sale over maintenance and repairs. The goal of high support costs is to get you to buy new hardware sooner.

## Why choose RapidCare® by CXtec?

RapidCare by CXtec is an industry-leading third party maintenance service that brings together a gamut of unmatched capabilities along with our depth of experience in the secondary market.



Develop a robust maintenance strategy with RapidCare to unlock the following benefits:



Speedier 24x7 hardware support



60% decrease in IT expenditures



An extended hardware lifecycle



Customized contracts



Brand-agnostic on-site engineers



Hardware replacement



Different service level agreement options

Redefine your IT Strategy with industry-leading third-party maintenance

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