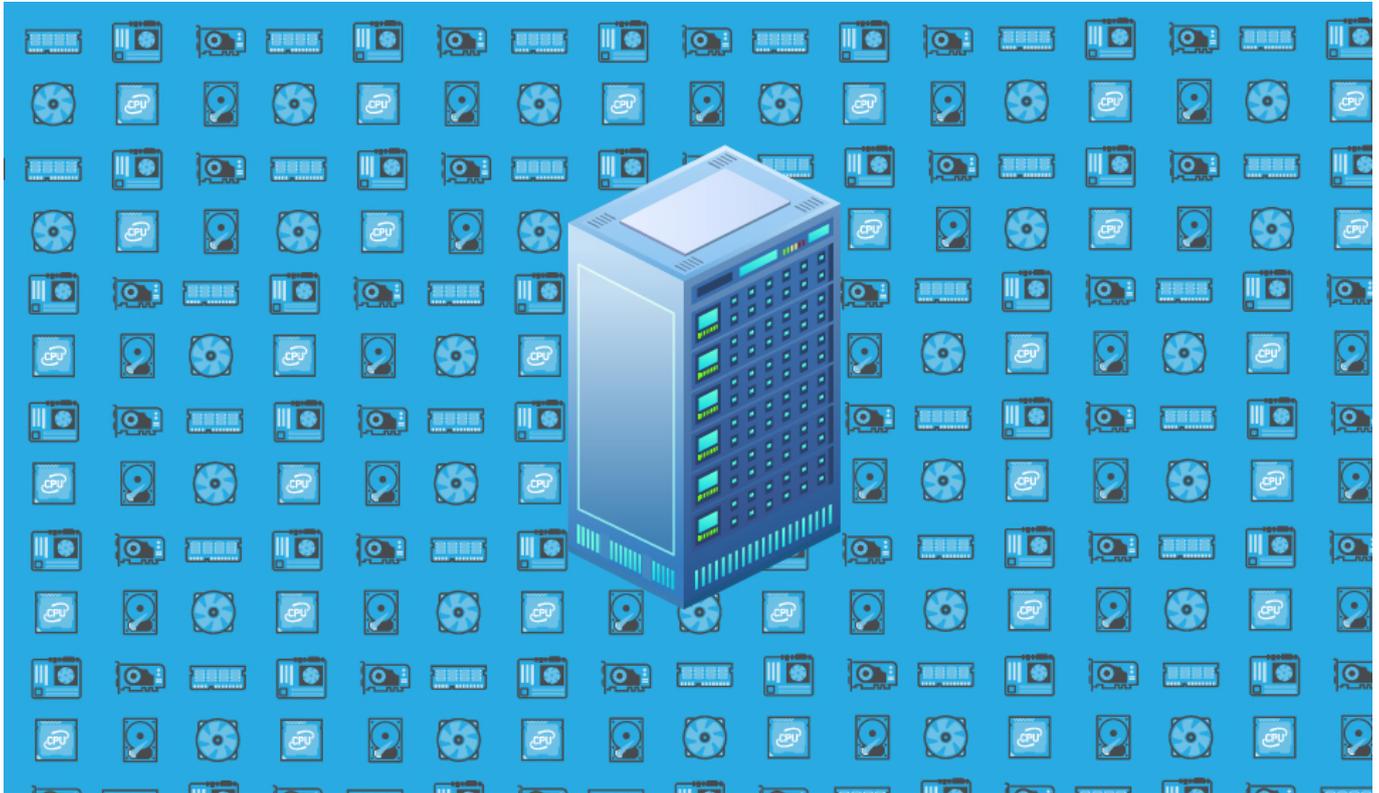


The Other Factor to Consider When Choosing Third-Party Support



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When it comes to choosing third-party support, the finance and procurement teams are typically convinced by potential cost savings. A CDS maintenance contract is typically 30-50% less than the OEM equivalent, for instance.

But the CTO often has different priorities. Of course, cost control is still important, but the operations team tends to be more concerned about any potential impact on the quality of service they deliver to stakeholders and customers.

Trust is key

In many cases, OEM hardware support is slow. And when dealing with older hardware, your business may not get the assistance it needs- instead you will be advised to upgrade.

Despite these issues, however, there remains an element of trust between OEM and customer. If nothing else, the manufacturer has plenty of spares for all your storage systems.

So when considering third-party maintenance providers, you must look beyond the headline cost savings. To satisfy the concerns of your operations team, don't be afraid to ask the hard questions:

- Can the provider guarantee access to OEM-approved spare parts for your systems?
- What can they offer that your OEM cannot?

The answer to both these questions is incredibly important. Without unrestricted access to spares for your arrays, there is a very real risk of extended outage in the event of component failure.

And if the proposed vendor cannot offer any kind of improvement in service, it is highly unlikely that the CTO will ever agree to a change of maintenance provider.

The CDS difference

CDS can answer both these questions. First, we maintain multiple million-dollar warehouses filled with [OEM-approved spare parts](#) for every client system we support. Second, because our company is smaller, we are able to offer a faster, more personalized service, so you get the solutions and support you need, when you need it.

If you work in procurement and you need to convince your operations team of the benefits of third-party support, please [give us a call](#).