Compare OEM and Baytech Recovery Hardware Maintenance

BAY TECH RECOVERY

Baytech Recovery multi-vendor maintenance solution extends the life of post-warranty and EOSL equipment from the OEM, saving you time and money. See how we stack up against the maintenance provided by the OEM.

	OEM	Baytech Recovery
Type of data center support	✔ Warranty ✔ Post-warranty ✘ Gap ✘ EOL & EOSL	✔ Warranty ✔ Post-warranty ✔ Gap ✔ EOL & EOSL
Maintenance coverage	✔ 24/7 ✔ Same business day ✔ Next business day	✔ 24/7 ✔ Same business day ✔ Next business day
Engineers	✘ Callback in 30-minutes or less ✘ Dedicated primary & secondary engineers ✘ Multivendor support	✔ Callback in 30-minutes or less ✔ Dedicated primary & secondary engineers ✔ Multivendor support
Replacement parts	✘ OnSite Spares ✔ Parts warehouse ✔ Forward stocking locations	✔ OnSite Spares ✔ Parts warehouse ✔ Forward stocking locations
Hardware monitoring	✔ ITSM Integration ✘ Multivendor ✘ Call Home Monitoring	✔ ITSM Integration ✔ Multivendor ✔ Call Home Monitoring
Contract flexibility	✘ Coterminous contracts ✘ Adjustable penalty-free terms ✘ Easy-out contracts	✔ Coterminous contracts ✔ Adjustable penalty-free terms ✔ Easy-out contracts