## OEM Support Vs. Third-Party Support

It's important for IT and Procurement teams contemplating third-party maintenance (TPM) to evaluate the right time to consider TPM. Here's a simple way to look at it:

**In the early years after a product release:**

- OEM maintenance is affordable
- Parts are scarce and expensive
- Need for software & firmware updates is greatest

**4 years after a product release:**

- OEM maintenance is expensive
- Parts become abundant
- Need for software & firmware updates decreases

## Inverse relationship OEM vs TPM

### Year 1-3

Higher Risk, Low Reward:
Utilize OEM Maintenance

- OEM maintenance is cost-effective
- Most software and firmware development occurs in early years after a product release
- Frequent updates are required

### Year 4-6

Risk using TPM is minimal:
Reward increases dramatically

- New hardware products released, software and firmware development focus shifts to new products
- Fewer updates and less OEM support for hardware that is 4-6 years old

### Year 7-10

No Risk, All Reward:
Move to 100% TPM

- OEMs start announcing end of life (EOL) and end of service (EOS)
- Virtually no software or firmware development

## Benefits of Third-Party Maintenance

The perceived risks of using TPMs are greater than the actual risks.

Service hardware life is nearly always greater than their planned service lives.

The rewards are saving 50% to 85% on maintenance costs.