



Maintenance Lifecycle Management

Proactively Manage Your Service Contracts:

Realize substantial savings, avoid service interruptions, reduce business threats. »



Do You Have These Challenges?

- › Are you paying for support costs on assets you no longer use?
- › Could you replace any system for half the cost that you now pay in maintenance?
- › Does your former employee have access to maintenance data?
- › You know you have lots of support contracts, but do you know what is—and is not—covered?
- › Do you have the right service levels on the right assets?
- › What is your maintenance costing you on a line-item basis?

The Benefits of Maintenance Lifecycle Management

Corporate Technologies' clients typically realize three significant benefits when we partner to proactively manage their service contracts.

First, they experience substantial savings in overall maintenance costs. Over the years, when we help our clients manage service contracts, they discover they are paying up to 70% more on service than required. Our average client realizes savings of 15%, which equates to tens of thousands of dollars.

We deliver these savings by analyzing our clients' contract data in conjunction with their IT assets to identify cost-savings opportunities such as:

- › Paying service fees for missing assets
- › Overpayments from service contracts misaligned with SLAs
- › Taking advantage of discount opportunities
- › Ensuring they receive credits when contracts change
- › Dropping all appropriate licenses when maintenance on a server is dropped
- › Taking advantage of technology refresh opportunities

Customer Results

For an international hospitality consortium, Corporate Technologies discovered that 400 licenses had accumulated over a 10-year period to support an inventory of 100 servers. We audited and right-sized the consortium's support contracts and eliminated plans for additional software purchase by using existing licenses. Our client realized a 70% savings—reducing their maintenance budget from \$750,000 to \$200,000—and they avoided \$80,000 in new license expenditures.



The second benefit our clients enjoy when Corporate Technologies manages their service contracts is maintenance of service levels—or, stated another way, avoidance of service interruptions. We ensure clients receive the appropriate levels of service through measures such as:

- › Right-sizing support contracts for each IT asset
- › Assuring current patches and firmware are installed in systems
- › Ensuring appropriate support contracts are in place on all vendors' assets—so clients never have to deal with multiple vendors

Lastly, Corporate Technologies helps clients reduce business threats by staying alert to, identifying, and correcting any contract situations that would pose a risk to their business—for example, access entitlements that are still granted to former employees. Such threats are potentially as damaging to a business as under-sized support for a mission-critical production application.

Why Continuous Management is Imperative

Clients require continuous management of contracts because contracts constantly change. A contract is out-of-date as soon as any of the following events occur:

- › Service-level changes
- › Lease expiration
- › Warranty expiration
- › End-of-service-life notification
- › System trade-ins
- › System upgrades
- › System add-ons
- › System retirement
- › System repurposed
- › New software releases

If you treat your service contracts as static documents, you are losing money, encouraging disruptions in service, and placing your business at risk.

Maintenance Lifecycle Management is a continuous process, not a “Set it and forget it” one-time event. We do not manage paper—we are not an agent who just passes static papers around. We are an interactive partner who continually manages the health of your service contracts to deliver cost, service, and peace-of-mind benefits.

Our Approach to Maintenance Lifecycle Management

Corporate Technologies employs a dedicated team of product services analysts to fully evaluate internal and external SLAs, data center inventories, and business and technical requirements, enabling us to gather a comprehensive understanding of each client's specific requirements. We educate our clients on partner programs, support coverage options, and contract structures, as well as provide them with recommendations on solutions to best meet their needs.

Customer Results

For a data storage manufacturing company, Corporate Technologies installed a net new IT infrastructure. By carefully matching support contracts to each asset—ensuring SLAs were met—direct maintenance costs were reduced from a budget of \$1,400,000 to an actual cost of \$1,000,000, representing a 30% savings.



We have developed internal tools and processes to effectively manage—and efficiently and accurately execute—all contract-related transactions and activities throughout the contract lifecycle. We apply our services best-practices to ensure that your IT support needs are met, and your contract asset lists are kept current—especially important in dynamic environments that make frequent modifications. Corporate Technologies also gives clients a powerful tool to view and manage their contracts through our unique Customer Portal.

Maintenance Lifecycle Management Deliverables

Our Maintenance Lifecycle Management Practice provides clients with a wide range of useful deliverables:

Asset and Maintenance Master List Customized to Each Client

- › Hardware and software assets and serial numbers
- › Hardware, software, and maintenance purchases, orders, and quotes
- › Asset-level cost reporting
- › Associated server names, host names, host IDs, asset tags, locations, project/cost center data, and installed application or service
- › Consolidated and co-terminated contracts for ease of management

Quarterly Health Check Meetings

- › Provide vendor program changes and enhancements
- › Review transactions since last review (adds, deletes, changes, gaps or overlaps)
- › Review planned IT activity and its impact on existing contracts
- › Review service call history
- › Review end-of-service-life, including the cost of aging assets and technology refresh options to monitor and control support costs
- › Update patch and software releases

Customer Advocacy

- › Resolves service delivery issues
- › Provides a dedicated point of contact for contract questions and assistance
- › Escalates service requests
- › Leverages relationships and knowledge of partners' products and processes on behalf of our clients
- › Assists with finance-related issues—invoices, credits, payment terms, and options.

Customer Results

For an international pharmaceutical company, Corporate Technologies found service levels inappropriately matched to assets throughout their IT infrastructure. Savings totaled \$685,000 over 24 months, with further reductions pending when older equipment is upgraded to new systems under manufacturer's warranty.



Other Services

- › Ad hoc reports
- › Customized reports on demand, available for all transactions
- › Access to the Corporate Technologies Customer Portal

Maintenance Lifecycle Management Expertise

Our Maintenance Lifecycle Management Practice encompasses all partner products including, but not limited to, 3Par, Cisco, Check Point, Enterasys Networks, F5 Networks, Juniper Networks, NetApp, RiverBed, StorageTek, Sun Microsystems, and Symantec.

About Corporate Technologies, Inc.

Founded in 1994, Corporate Technologies, Inc. is one of the largest providers of complete IT solutions and services to enterprises in the Northeast. We provide clients with professional services expertise in the areas of IT Strategy, Business Intelligence, and Data Centers, supported by a selective product line, support contracts and services, IT staffing solutions, and financing options.

The company is a top partner with many technology leaders including Sun Microsystems, NetApp, SAP/Business Objects, Oracle, Symantec, VMware, Juniper, and F5 Networks. Its annual investment in R&D and the company's market-leading Technology Lab allow Corporate Technologies to continually evaluate and recommend the best current and emerging technologies.