

COMPARISON OF IT INFRASTRUCTURE MAINTENANCE & SUPPORT OPTIONS



OEM SUPPORT

Annual Cost	40-70% lower than OEM renewal pricing on comparable coverage.	Premium OEM pricing, with costs that increase as hardware ages.
Flexible SLAs	Tiered response levels (8x5 NBD, 24x7x4) customized to match your business' needs.	Tiered plans available but bundled with software terms that limit flexibility.
Early Termination	Early termination, gap coverage, and co-term options available. Customize your expiration dates for one easy to manage annual renewal.	Not available.
EOSL/EOL Hardware	Coverage continues after end of life, extending the usable life of existing hardware.	Support drops entirely once hardware reaches end-of-service-life, forcing a refresh.
Customer Portal	Customized user-friendly portal with all ticket information and updates available in one place, in real time. View covered assets and contracts including devices not on Tri-Net maintenance.	Not as robust or easy to use as the Tri-Net Portal, where you can see all assets in one place.
Multi-Vendor Contracts	Assets from multiple OEMs can sit on the same maintenance contract including Cisco, Dell, HPE, IBM, Nutanix and more.	Each OEM will require its own maintenance contract.
Spares Availability	Spares are stocked locally at the closest Forward Stocking Location to your location.	Reliable on current-generation hardware; slower or unavailable on legacy models.
Firmware Updates	Most major OEMs provide basic BIOS, driver, and firmware updates free of charge, these are available and not voided by any TPM contract. Only the OEM can provide OS updates, security patches and fixes.	Yes, but updates are generally only released early in a product's life.
Refresh Pressure	No structural incentive to replace hardware that is still performing.	Coverage designed to push customers towards upgrading based on the OEM's timeline.
Support Relationship	Direct line to a dedicated support team, without OEM escalation tiers.	Structured and reliable but faced with multiple escalation tiers.