

## THIRD PARTY MAINTENANCE SERVICES

### Challenges

Maintenance and support for IT infrastructure is necessary for the correct operation of the systems and applications that business relies on but the cost can be considerable. OEM provided support is good practice during the initial life of the asset but as equipment ages it can often become difficult to justify, especially if the equipment is no longer critical. The cost of on-going maintenance services can consume a significant proportion of the IT budget leaving less available for innovation.

### Why Consider Third Party Maintenance Services

A hybrid maintenance plan that uses OEM and independent maintenance is a strategy that achieves the best value with maximum flexibility. You should consider the type and level of maintenance service you choose as your needs change and your assets age.

Manufacturer maintenance may not be needed if you are going to be replacing aged equipment and need interim support.

### Flexibility and Value

CAE can help you build a smart IT strategy, making your budgets go further and releasing funds to drive innovation and change.

Being able to extend the useful life of your IT assets could help manage your budgets and provide extra capacity while you invoke your strategic plans.

Data volumes have grown exponentially and migrations take time. If you are considering a new storage platform, what are you going to do about support during the migration project?

Let CAE help. Our comprehensive range of support services can extend the useful life of your IT investments without the jump in manufacturer support costs associated with year 4 and beyond.

Need short term support for equipment but the OEM will only offer 12 months? We can offer contracts from as little as 3 months for added flexibility.

For customers with legacy hardware coming EOSL while migrating to their new environment, CAE can offer the added flexibility of a rolling 1 month support contract after the initial period to support your activity.

### Next Steps

Get in touch and we will work through your requirements. We can do as little or as much as you need. Even if you have a diverse list of items to support we are still happy to help.

From 9x5 next business day to 24x7 2 hour response, we have options to suit your requirement (location dependent).

We can build a support plan combining multiple technologies and service levels in one easy to manage contract. Co-termination and finance options are available too.

### Cost

Our third party support options are tailored to your environment. An initial consultation will be completed to discuss the correct approach for you to gain the most value from the service.

### Journey

CAE's support services provide you with freedom to choose what is right for your business so you can have the right cover within your budget.

### Customer experience

By working closely together with our customers and partners, we unite them to deliver outstanding technology services in an ever-changing world, inspiring trust and confidence in our people and in our expertise.

## START YOUR JOURNEY

Start your journey today by contacting your account manager or [hello@thisiscae.com](mailto:hello@thisiscae.com).

Technology can be used to help your business compete in ever more challenging environments. The range of services and solutions delivered by CAE are offered to help you drive your organisation forward.

Through our commitment, agility and energy we aim to earn the trust and loyalty of our customers, partners and employees, making us the best choice for delivering technology services and setting the standard that others aspire to. For a fully comprehensive understanding of the services that we offer please visit <https://www.thisiscae.com/services>