



Multi-Vendor Maintenance

Summary

Through the consolidation of disparate maintenance agreements into a single contract with a single point of contact and management you can:

- Reduce the management overhead and costs of managing multiple vendors and maintenance contracts
- Streamline your fault reporting and management processes
- Free up management, technical and financial resources to deploy in driving forward your business

Holding down the ever increasing costs of maintaining your IT estate can be difficult. Even more so when support is delivered from a number of providers, each with separate business and administrative processes.

Should your systems fail, who is the one responsible? Who will be the ones that step forward to help resolve the issue?

Consolidating your break-fix and other support contracts onto a single contract with a single point of management can eliminate many of the headaches and overheads, freeing up management, technical and financial resources to be deployed in support of driving forward your business.

A single point of management.

Traditional piecemeal IT support can be time-consuming for your IT staff to administer and reconcile costs, difficult to understand in terms of services delivered and cost-inefficient.

An increasing number of organisations are now looking to a managed support model in which a single vendor is responsible for providing custom hardware and software support services for these complex multi-vendor environments. The result is a simplified and streamlined business process for your critical support services.

Centiq manages out the complexity of operating a multi vendor estate by consolidating different supplier contracts into a single simplified service with a single point of management: service capabilities are customised and tailored to your needs (e.g. different g. SLAs for different elements of your estate); consistent support is delivered and supported through a single point of management.

Centiq has extensive knowledge of the maintenance industry through its relationships built over the past 10 years. Using our approach and engagement model, you become more informed as to the nature of support services and armed with this knowledge, you can take the optimal decisions for your business.

Our approach is to save money in the overall maintenance element of the contract, freeing it to invest in value added elements: ranging from valuable support and consulting advice to reinvestment into other business areas of high value, such as application development.

Vendor coverage

Centiq Multi-Vendor maintenance services can offer break-fix services across a wide variety of manufacturers' server, storage and networking systems including (but not limited to):

- IBM
- EMC
- Cisco
- Digital
- HP
- Sun
- Fujitsu
- Most Intel Platforms
- Dell
- Bull
- Compaq

About Centiq

Centiq is dedicated to helping clients meet the daily challenge of effectively containing the risk inherent in technology change in their business by making their computing systems efficient and agile and more adaptable – systems fit to deliver on their business aspirations. With a genuine depth of experience in migration, optimisation, management & measurement, Centiq uses tried and tested methodologies and benchmarking to ensure that complex change becomes predictable and repeatable processes. Founded in 1998 and headquartered in Nottingham, UK, Centiq has successfully developed and grown a blue-chip customer base covering sectors including government, healthcare, retail and telecommunications.