



Third-Party Maintenance.
Maintaining
data centres

Proactive maintenance services to
ensure disruption-free operations.

TPM

Third-Party Maintenance. What is it?

Manufacturer-independent IT services from one source.

Third-Party Maintenance (TPM) is a maintenance service for IT hardware in data centres involving an independent provider that supports systems from different manufacturers across platforms. Instead of several different contacts and contracts, with TPM you have just one expert point of contact. Not only does this contact have expertise independent of manufacturers, but they also have the right spare parts to be able to fix hardware malfunctions quickly.

TPM includes a variety of services and solutions to protect your IT hardware against any malfunction. As an **alternative to support from the original equipment manufacturer**, Third-Party Maintenance from a service provider like Technogroup will offer you **more flexibility**, they are **cheaper** and are often in a position to react better to any problems that occur.

Companies have to bridge the gap between growing pressure to digitise and rising cost sensitivity every day. The Third-Party Maintenance concept offers an efficient possibility to run **data centres inexpensively** and **simultaneously with high availability**. Not only does it cover the entire **IT hardware life cycle**, it also **extends** this life cycle **sustainably**. Because IT hardware is frequently used for much longer than is stipulated in the manufacturers' regular warranty and service periods.

If the hardware reaches the end of the manufacturer's warranty and manufacturer support reaches the end of service life (EoSL), it will no longer be protected against malfunctions and you will be forced to choose between expensive hardware upgrades or cost-intensive support.

Even during the manufacturer's warranty, TPM is a sensible support supplement to **secure systems critical to companies beyond the standard repair service** as far as possible. Obtaining Third-Party Maintenance directly with new hardware will **additionally** secure these IT systems, **reliably** and **quickly**:

- Service availability 365/7x24,
- Telephone reaction time of 15/60 minutes,
- Technicians on site within 2 to 4 hours or on the next working day,
- Flexible terms already from 1 month.

Thus, TPM fully ensures more flexibility and security.

Find out
more about
TPM with
Technogroup:





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Gartner®

According to the analyst house Gartner, over 70 per cent of Fortune-500 companies use maintenance from a third-party provider as a support option in their IT environments.

*„Customers from companies of all sizes, from all regions and all sectors use TPM for their IT systems after the expiry of the regular manufacturer’s warranty, end of life (EOL) and end of service life (EoSL).”**

Analyst house Gartner

Much more than a good feeling.

On the safe side with Third-Party Maintenance.

Maintaining a data centre is an existential requirement. All systems must meet the highest standards and be secured as far as possible against malfunctions and disruptions. This task is intensive in personnel and highly complex, particularly for heterogeneous infrastructures. Having maintenance carried out by the manufacturer is often expensive and ends after a few years.

For commercial and ecological sustainability

The three big issues of our time come together with Third-Party Maintenance (TPM): **digitisation, cost-effectiveness, and sustainability.**

Digitisation helps companies to develop new business models, raise their effectiveness and become more competitive as a result. But it is cost-intensive, and investments made here must make sense and pass the test of cost-effectiveness. More and more companies are becoming aware of their responsibility and are following concepts that create more sustainability.

TPM with qualitative maintenance provides the basis for digitisation and is cheaper than manufacturer maintenance, thus creating budgetary freedoms. It also increases sustainability by extending the life of the equipment.

Gain budget leeway thanks to Third-Party Maintenance

Most data centres have grown historically and are heterogeneous and complex structures. Their maintenance and servicing require very broad expert technological knowledge and lots of administrative effort. Manufacturers’ hardware models are also often cost-intensive to procure and reach their end of service life (EOSL*) after a few years.

With hardware maintenance of spare parts and complete systems independent of manufacturers, servers, storage systems, network components and libraries can be used as long as these meet the technological requirements for security and performance. They do not have to be replaced with expensive new investments just because the manufacturer declares the EOSL after a few years.

In one analysis the analyst house Gartner calculated potential savings of up to 70%**², if companies switch to maintenance independent of manufacturers.

Consequently, with TPM you will benefit from a service concept independent of manufacturers, which meets the highest quality standards but is much more reasonably priced than comparable manufacturer services. So, you can get the best out of your existing hardware.

* End of Service Life: a manufacturer discontinues technical support and maintenance support for hardware from a certain date.
** According to a calculation from the analyst house Gartner: <https://www.gartner.com/en/documents/3956805/market-guide-for-data-center-and-network-third-party-har> | fetched on 29 August 2019 | Gartner Market Guide for Data Center and Network Third-Party Maintenance Hardware

Good for the budget and the environment. TPM advantages.

Your Third-Party Maintenance advantages with Technogroup:



Lower costs

Potential savings of up to 70%** and no unplanned expenses caused by disruption



24/7 availability

Disruption acceptance and rectification around the clock – 24/7, 365 days a year



Single point of contact

One service provider for different systems increases security and efficiency



SLAs according to your requirements

The scope of service can be selected according to your individual needs



Extending the life of hardware

IT hardware can be used well beyond the service end of the OEMs



Sustainability

Using hardware beyond the end of manufacturer support is sustainable and protects valuable resources



Greater transparency

Services and costs are itemised, transparent, and easy to calculate



More internal leeway and time

Your employees will have more time for your core business and strategic topics



Full protection

Systems critical for companies are protected against malfunctions and disruptions beyond the OEM standard support



In-house spare-part warehousing

More than 850,000 original spare parts and complete systems available immediately



Multi-vendor
hardware
maintenance.
Everything from
one source.

We stay in control of even the most heterogeneous IT landscapes.
Your IT environment in top shape.

Almost 90 per cent of all companies with their own data centre use hardware from different manufacturers – which requires broad expert technical knowledge. Our service technicians are professionally trained and certified and provide unlimited hardware support for a variety of reputable manufacturers and operating systems.



You will find the current complete list of all
manufacturers and model information here:



Overview of services.

Cross-manufacturer maintenance.

Technogroup Services		IT Care		
		Basic	Standard	Premium*
Services	Post outage repair (multi-vendor)	■	■	■
	Extended warranty	■	■	■
	Remote support	■	■	■
	Call home for supported systems**		■	■
	Annual health check of systems in maintenance**			■
	Asset recording at beginning of contract			■
	Asset health check at beginning of contract			■
	Expert review (twice a year)			■
Customer Service***	Personal technical contact			■
	Personal account manager			■
	Telephone and email availability	■	■	■
Availability	7 am-8 pm, Monday to Friday	■	■	■
	24 hours, 7 days a week		■	■
Reaction time	Technician call-back within 15 minutes for urgent disruptions****		■	■
	Technician call-back within 60 minutes****	■	■	■
	Technician on site within 4 hours for urgent disruptions****		■	■
	Technician on site on the next working day****	■	■	■
Quality	Ticket system with escalation levels, including monitoring by Service Delivery	■	■	■
	Multi-level on-call concept with clear processes		■	■
	Certification in ISO 9001, 14001, 27001 and ITIL	■	■	■
Spare parts	Spare parts available from worldwide logistics bases	■	■	■
	More than 850,000 original spare parts and exchange systems in stock	■	■	■
Contract	Flexible terms	■	■	■
	Discount for multi-year contracts	■	■	■
	Flexibility for system changes		■	■



European
market leader.

Active
worldwide.



Service in more than 165 countries, including in:
Algeria, Argentina, Australia, Austria, Belgium, Brazil, Bulgaria,
Canada, Chile, China, Columbia, Croatia, Czechia, Denmark,
Ecuador, Egypt, Estonia, Finland, France, Germany, Hong Kong,
Hungary, Ireland, Italy, Japan, Kenya, Liechtenstein, Luxembourg,
Malaysia, Mexico, Morocco, the Netherlands, Nigeria, Norway,
Pakistan, Peru, Poland, Portugal, Russia, Saudi Arabia,
Singapore, Slovakia, Slovenia, South Africa, Spain, Sri Lanka,
Sweden, Switzerland, Thailand, Turkey, UK, USA, United Arab Emirates

Technogroup. Your reliable TPM service provider.

For over 30 years, Technogroup has been an expert in hardware and service in data centres and has long been the market leader in Third-Party Maintenance in Germany, Austria and Switzerland. Thanks to a merger with Evernex, the TPM market leader in Europe and one of the leading independent providers of hardware maintenance worldwide, Technogroup will be there for you around the globe. Use the strengths of the market leader.

No matter which systems you use in your company, as a multi-vendor service provider Technogroup will be there for you, independent of manufacturers and across manufacturers.

True to the motto “keep IT running”, Technogroup is a fast problem solver and offers everything from one source - ranges of services and consulting for all significant IT systems. And we will keep an eye on all your IT hardware when doing so: maintenance, monitoring, optimisation, backup, and repairs. According to your individual needs, Technogroup will take over the support of your data centre and, in addition to data centre maintenance, will offer you customised and reliable value-added, SPare as a Service™, repair and financing services. And all this around the clock, 365 days a year.

Everything under control. And before it's too late.

The comprehensive Technogroup service packages help to avoid hardware malfunctions and will fix them quickly if the worst comes to the worst. Technogroup provides investment security and will extend the life of your IT systems at a reasonable price. So you will save resources and will have your hands free for core IT tasks, such as planning pioneering topics like digitisation, the customer experience and cloud technologies, and up to AI or the IoT.

Our expertise and professionalism are confirmed by seals of quality: Technogroup is one of the first companies on the market to be certified in quality management, environmental management, and information security as per ISO standards.



FS 683472

EMS 683478

IS 683480

Technogroup. More than just a service provider.

We live the hands-on mentality and will help you, quickly and without any complications, in situations where you have no time to lose. Together with you we'll work on one common aim: keeping your IT landscape running without disruptions and optimising it. In doing so we will act without complications, effectively and always as equals.

Why choose Technogroup?

- Experts in hardware and service in data centres for over 30 years.
- **Market leader** in Third-Party Maintenance in **Germany, Austria and Switzerland** and, as **part of Evernex, one of the leading providers** of hardware maintenance **worldwide**.
- Active worldwide: with Evernex, Technogroup works in more than 165 countries with over 1,000 employees and more than 500 technicians.
- Over **850,000 spare parts** and **complete systems** available at more than **330 logistics locations** worldwide.
- Over 10,000 satisfied customers from all sizes of company and from all sectors



We are not an interchangeable supplier, but a long-term partner you can rely on

What partners and customers say:



„Technogroup has a comprehensive portfolio as a multi-vendor service provider, is certified, direct and simultaneously flexible, has convincing solutions for supporting our branches in the different countries, is unbureaucratic, has short, reliable reaction times and thus all the properties we want.“

Pascal Andermatt
 System Engineer (now Manager Corporate IT)
 Reichle & De-Massari AG



„Thanks to its worldwide partner network Technogroup is in a position to deliver a hard disk to Hyderabad in India within four hours. That's amazing. It shows us that Technogroup is the right partner for our progressive interationalisation. Third-party maintenance is also a commercial aspect for us. By using refurbished hardware, supplied and maintained by Technogroup, we can use high-quality components that are much cheaper than newware.“

Dave Meike
 Head of IT Beko Technologies

You will find more reference statements from our partners and customers here:



You will find meaningful case studies here:



Move the budget
into the black.
Lower costs –
more performance.

We'll help you protect your budget.

Use potential savings and improve performance.

With hardware maintenance, servers, storage systems, network components and libraries can be used as long as these meet your technological requirements for security and performance. The potential savings possible for companies that switch to manufacturer-independent maintenance have been estimated to be up to 70% in an analysis made by the analyst house Gartner. Let yourself be convinced by hard facts and studies. You can see the potential savings using the example of a heterogeneous server and storage environment.

Example composition of a heterogeneous server and storage environment
(excluding network and backup components)

Manufacturer	Type	Model		Number of appliances
DELL	X86	R340	R340	1
DELL	X86	R740	R740	1
HPE	X86	BL460c Gen9	ProLiant BL460c Gen9	5
HPE	X86	DL380 Gen9	ProLiant DL380 Gen9	2
IBM/Lenovo	X86	X3650 M5	X3650 M5	2
IBM/Lenovo	X86	X3550 M5	X3550 M5	2
CISCO	X86	B260 M4	USC B260 M4 Blade Server	5
CISCO	X86	C240 M3	UCS C240 M3	2
NetApp	Storage	FAS8200C	FAS8200 Cluster	1
NetApp	Storage	DS224C	DS224C Disk Shelf	1
EMC	Storage	VNX5400		1
IBM	Unix	Power 740		1
IBM	Unix	POWER System S814		1

Savings of 37% in maintenance costs during the first 7 years*.



*Possible cost savings using the example of a data centre as per the definition on page 10

Current studies of IT infrastructure.

How it is and what is to come.

Study 2020/21:

Challenges faced by IT infrastructure during the COVID-19 crisis.

Pandemic and economic crisis – effects on companies and IT.

In the new edition of our series of studies “Data Centre Maintenance” in addition to assessing the current status of the data centre structure, we are illuminating the financial effects of the COVID-19 crisis and are providing insights into actions taken by companies to meet known and new challenges.



Direct link
to the study 2020/2021

Study 2019/20:

Data Centre Maintenance.

The data centre of the future: more and more companies are relying on external service providers.

As a central element of digital infrastructure, data centres form the basis of the economy. In our study “Data Centre Maintenance”, we illuminate what the future of data centres in companies and organisations will look like. The current study will enable you to gain a sound insight into the market.



Direct link
to the study 2019/2020



You decide what is necessary.

Flexible SLAs according to your requirements.

Formed according to your requirements.

Our service. Our SLA.

We will set the right support for your company in a Service Level Agreement.

You choose the spectrum of our services for your company. Meaning our services will be as comprehensive as possible, but only as extensive as necessary. And you can amend them at any time.

SLA options at a glance:



Service availability

for up to 24/7 support, 365 days a year



Service time

5 x 13 hours or 7 x 24 hours



Telephone reaction time

of 15 or 60 minutes



Technician on site

within 2 to 4 hours or on the next working day



Repair time

between 6 and 48 hours



Auto case and remote support

for servers, storage, libraries or network

High availability from the first day.

The reassuring safety net. Support Packs.

If a system threatens to malfunction, quick decisions have to be taken. What are the most important actions to take in the event of a technical disruption? Who will help if immediate support is required in the data centre?

We offer variable Support Packs for IT hardware for these time-critical cases, which will provide you with benefits from the very first day. This will allow you to cover a comprehensive diagnosis of hardware faults and to fix these through a repair or exchange. Our Support Packs consist of pre-defined services with SLAs (Service Level Agreements) and are available for the following manufacturers:

intel



Synology

How can I book Support Packs?

Support Packs are available from our partners. They will provide them in the form of Support Keys for end customers. By purchasing these, users will acquire entitlements to use our services.

The required term of 24, 36, 48 or 60 months can be set flexibly as required. The framework conditions for disruption acceptance and technician attendance will also be adjusted according to current needs.

You can obtain our Support Packs from the following distributors:

IN-RAM MICRO

exzone

api
COMPUTERHANDELS GMBH π

ALLTRON


ALSO



Here you will find more details on our support packs and how to activate them:



*The telephone reaction time for urgent disruptions (priority 1) is a maximum of 15 minutes as standard after the disruption is received by the Service Desk. 4 hours on site applies only in the event of a system malfunction. Hard disks will usually be sent to customers by courier and exchanged by the customer themselves.



We'll take on
the service.

You'll take the
advantages.

The relay handover of your IT service.

How to protect your investments beyond the End of Life or End of Service Life period.

Sustainable service so you can exploit the full potential of your hardware.

Is your hardware reaching the manufacturer's EoL or EoSL date soon? The term "End of Life" (EoL) stands for products whose life cycle has ended. This means the manufacturer will discontinue production on a certain date and as a result the product will no longer be available. Once the End of Service Life (EoSL) has been announced, it means the manufacturer will discontinue technical and maintenance support from a certain date or will demand a much higher price for these services.

Don't be in too much of a hurry to purchase expensive new systems. We will ensure your hardware infrastructure will also work flawlessly beyond the EoL or EoSL date. Half of all companies run their hardware with time-limited manufacturer service agreements. As a multi-vendor service provider independent of manufacturers, we will maintain your hardware and exchangeable spare parts quickly and without complications. This is how we will support you to extend the life cycle of your hardware – independent of the manufacturer and cost efficiently.

Hardware warranty check

Just check it instead of paying again.

Do you want to extend your hardware maintenance agreement? You can check the warranty status of your hardware here.



OEM warranty extension

Additional insurance for your hardware.

Quicker service and security beyond the manufacturer's actual warranty.

During the warranty period manufacturers will pay for standard repairs, but this is often insufficient for systems critical for the company.

Whether it's HPE ProLiant, Dell/EMC PowerEdge, Fujitsu Primergy or IBM/Lenovo X-Series – we have extensive cross-manufacturer expertise which you will benefit from. We will additionally secure your IT systems reliably and quickly from the first day of operations with our hardware maintenance service – to the full extent during the manufacturer's warranty and also after it has expired. You will decide the scope of services yourself – whether as part of a hardware maintenance agreement or as a single service. Our services begin where the manufacturers' standard warranties end, providing more flexibility and security.

EU Regulation for the availability of security patches and firmware updates.

On the coming into force of EU Commission regulation 2019/424 laying down eco-design requirements for servers and data storage products, pursuant to the eco-design Directive, the cost structure for providing server software changed. Since March 1st, 2021, security patches for new systems have been available free of charge. Firmware updates have also been available free of charge, or at fair, transparent and non-discriminatory costs. These are provided two years after the sale of the first product from the manufacturer. Security patches and firmware updates from manufacturers are usually provided up to at least eight years after the sale of the last product.

QR code directly to the official EU regulation




Hybrid firmware management.

We will be pleased to support you so that you benefit from EU regulations and we will take over the installation of security patches and firmware updates for you. Our hybrid firmware solution covers three categories:

- 1) An asset does not require any updates or the firmware is freely available.
- 2) Within the scope of the hardware maintenance service with a manufacturer basic care package, including firmware support.
- 3) Within the scope of full manufacturer support.

Furthermore, our firmware management meets the requirements of the directives on the intellectual property of vendors: if firmware is not publicly available, we will take out re-insurance with the manufacturer (OEM) as required.



Our supplementary
services.

Your secure
IT infrastructure.

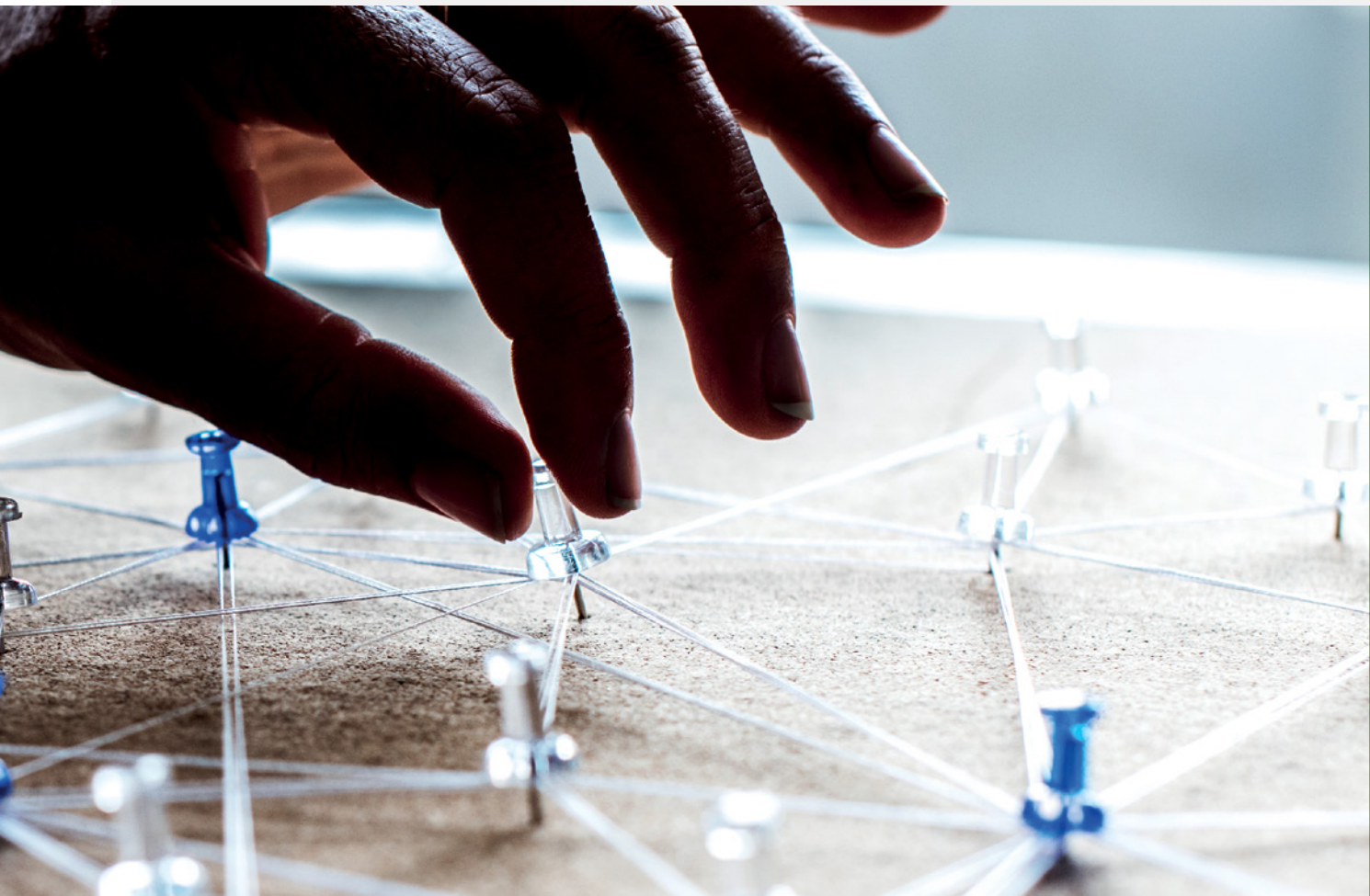


Benefit twice from Europe's largest provider.

More time for your core business
with customised services.

Our value-added and managed services include IMAC/R/D and network services, IT monitoring, floor and support services, as well as TG NES.i backup services and financing solutions. With our SPare as a Service™ (abbreviated: SPaaS™) solution, we offer you a worldwide spare parts service. New ware and professionally prepared hardware as complete systems, upgrades or single spare parts, as well as immediately available, reasonably-priced rental hardware with short terms and the possibility to buy back functional IT hardware.

In our Repair Service Centre, we take care of checking and repairing your IT equipment and electronics – independent of and across manufacturers.



Top quality provision,
maintenance, and security.

Service solutions – flexible combinations.



Data centre IMAC/R/D.
Coordinated service chain around your hardware

Install, move, add, change, remove, dispose of. These are the requirements that can come up during the life cycle of your hardware components in the data centre. Our maintenance services cover these extensive tasks connected with your hardware.



Floor & support services.
“Helping hands” for more efficiency

We offer flexible on-site support services for data centres - to relieve your resources or save staff in unmanned data centres. Our technicians will carry out administrative activities on your infrastructure, will monitor your hardware and software and will accompany non-authorized external service providers.



IT monitoring. More transparency thanks to IT monitoring

With our IT monitoring companies can integrate almost all manufacturer and system worlds into one single monitoring environment and depict this clearly and in a well-organized manner through centralised dashboards. We offer IT monitoring as a managed service single solution or combined with hardware maintenance and other services.



Network services.
For high-performance and reliable networks

We will keep your networks running without disruptions and will make them fit for the future. So, your IT system becomes more agile, more secure and more scalable. We concentrate on the entire life cycle – from your strategy up to running and managing your systems.



TG NES.i backup services.
On the safe side if the worst comes to the worst

Our TG NES.i emergency replacement system will be ready to go immediately and will guarantee your systems are quickly restored if there is a total malfunction caused by unforeseen circumstances, such as water damage, theft or fire.

SPare as a Service™.

Keep up to date with proven equipment.

SPaaS™ spare parts service.

Trouble-free data centre operations around the clock.

The speed with which the IT world turns today makes it impossible to forecast which requirements a data centre will have to meet shortly. New challenges are added every day, while IT landscapes adapt to digital change. Your IT systems will inevitably grow beyond their initial requirements. In order to keep up with growing digitisation, you are forced to react quickly to trends on the market.

With our worldwide spare parts service SPaaS™, we will support you to grow with the requirements of digitisation more easily, to remain flexible and simultaneously keep up to date with technology. If commercial or financial pressures block the further growth of your company, we will support you to finance your IT hardware and software and your other IT requirements with individual financing solutions.



Hardware sales:

Selling refurbished or new hardware as complete systems, upgrades or single spare parts.



Hardware rental:

Hardware rental with short terms, e.g. to provide support during order peaks.



Hardware buy-back:

Buying back and collecting functional IT hardware.



Clever combinations.

Flexible IT solutions.

With our IT solutions you can flexibly build up our hardware maintenance service with clever supplements – fully in accordance with your individual requirements.



Quality assurance without pricey new ware:

Hardware maintenance & SPaaS™ sales & rental



Your managed service team preventing IT malfunctions:

Hardware maintenance & IT monitoring & Technogroup as a single point of contact



Supplement the resources of your IT team on site:

Hardware maintenance & floor services

Repair. Re-use. Recycle.

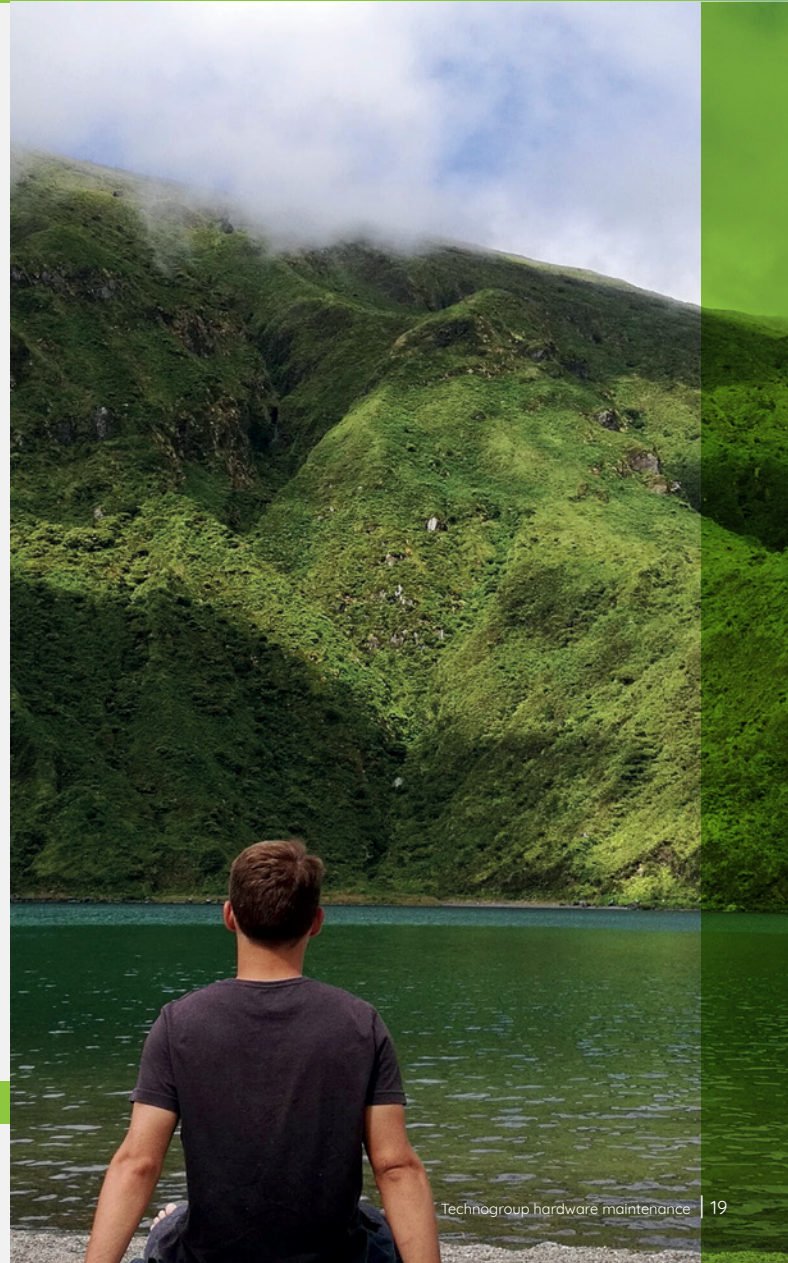
Sustainability is integral to TPM.

In 2021, an EU regulation that requires more sustainability came into force, with the aim of extending the useful life of servers. An idea we have already been implementing for years.

Thanks to TPM, hardware can be used well beyond the time of the End of Service Life set by the original equipment manufacturers. Professional repairs will avoid unnecessary replacements of components.

Equipment does not have to be scrapped prematurely and replaced by new equipment. Thus, avoiding electrical scrap and production emissions. When using refurbished hardware, used, quality-checked components are integrated in infrastructures instead of being thrown away and replaced by expensive new ware.

The TPM concept is fully oriented on ecological and financial sustainability. If the end of life of a system actually has been reached, we will take care of the recycling. Suitable components will be prepared and reused; raw materials will go back into the loop.



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