



Rethinking IT maintenance:

The shift toward multi-vendor, SLA-driven support

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Executive Summary

In today's digital enterprises, reliability is no longer a technical aspiration, it is a business necessity. Every application, process, and customer interaction depends on IT systems that stay online, perform predictably and recover quickly when issues arise.

Yet as organizations adopt hybrid environments, run multi-vendor hardware and extend the lifespan of legacy equipment, traditional OEM maintenance has become increasingly expensive, rigid and insufficient. Enter multi-vendor, SLA-driven maintenance. A model that consolidates support, lowers costs, improves predictability and ensures coverage across diverse environments.

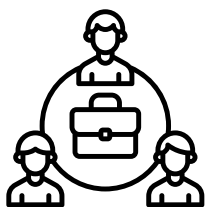
This whitepaper explains why multi-vendor maintenance (MVM) has become the preferred strategy for modern enterprises, how it reduces operational complexity and how organizations can evaluate and implement an SLA-driven support model.



The modern infrastructure challenge

Across industries, IT teams face a common set of challenges:

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Hybrid and distributed environments

Enterprises today operate on-premise servers, cloud systems, storage appliances, network gear, end-user devices and factory-floor equipment often from multiple vendors.

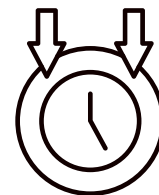
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Aging hardware and rising OEM renewal costs

After initial warranties expire, OEM renewals become significantly more expensive. At times, renewal pricing exceeds the value of the equipment itself.

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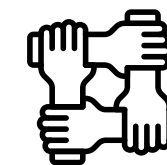
Risk of unplanned downtime

Downtime today affects:

- Customer experience
- Supply chain continuity
- Revenue
- Compliance

Yet most organizations lack unified coverage across all devices.

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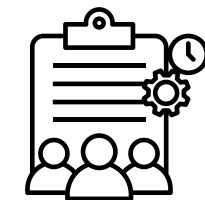


Siloed support across vendors

Managing multiple OEMs creates:

- Fragmented ticketing
- Different SLA structures
- Delayed diagnostics
- Tracking issues across brands

05



Limited visibility for planning

Teams need lifecycle insights, reports and ticket history to make renewal or refresh decisions, something many OEM contracts don't provide.

These factors have pushed leaders to rethink the traditional approach to IT maintenance.

Where traditional OEM maintenance falls short

OEM support is valuable, but its limitations become clear after the first few years:

High cost of warranty extensions

Renewals after Year 3 or Year 5 can be disproportionately expensive compared to the actual device value.

WARRANTY

One vendor, one Brand

OEMs only cover their own devices, forcing IT teams to juggle multiple contracts.



SLA limitations

OEM SLAs vary widely:

- Response times differ
- Restore commitments may be undefined
- Remote vs on-site support inconsistencies



Limited geographic reach

In emerging markets, local coverage can be slow or unavailable, especially for distributed sites.



Minimal lifecycle guidance

OEMs focus on replacing devices instead of extending life responsibly.

This rigidity has led enterprises toward a more flexible, integrated model.



The rise of multi-vendor maintenance (MVM)

Multi-vendor maintenance (MVM) consolidates support across brands and device types through one partner, one SLA framework and one ticketing experience.

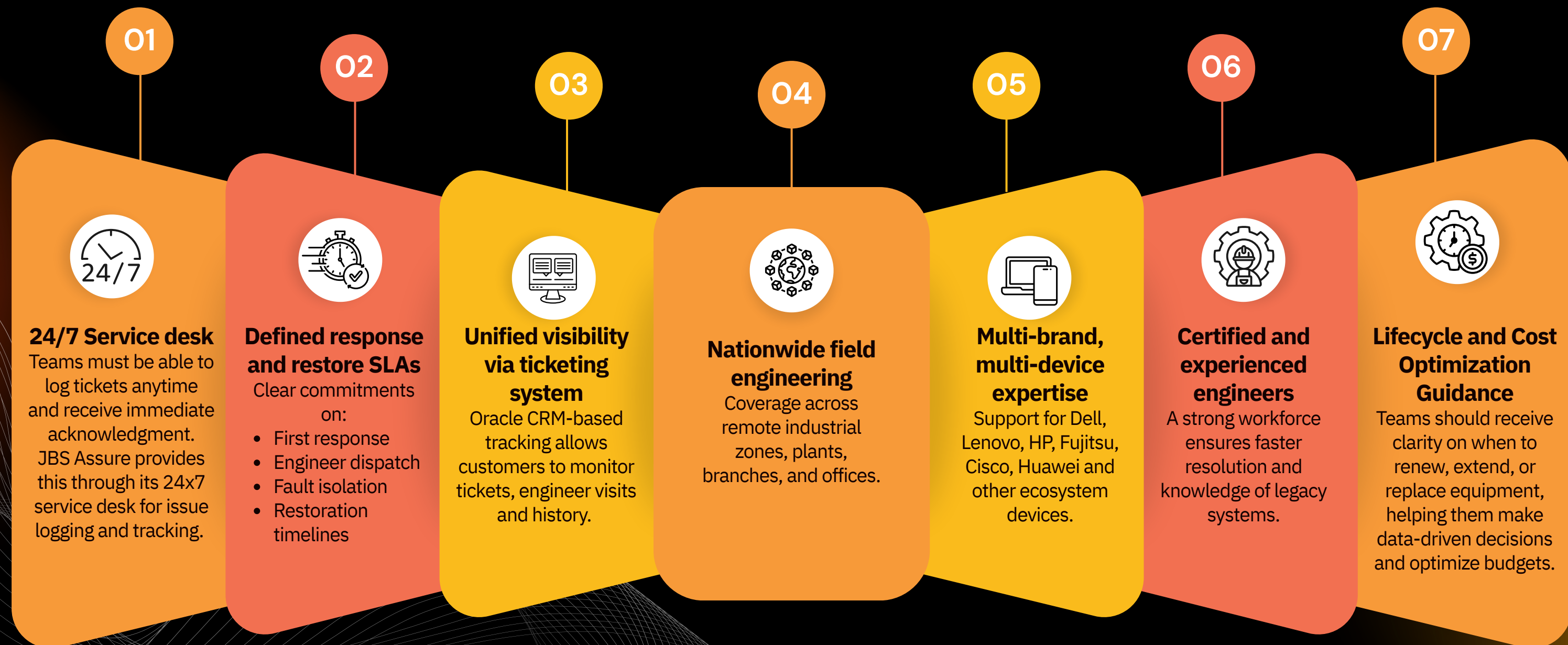
Why the model is growing globally:



This approach aligns IT maintenance with modern business priorities: **cost efficiency, consistency, and resilience.**

What a modern maintenance framework should include

A future-ready maintenance program should include:



Industry case narratives: **How MVM solves real problems**

These stories illustrate how real organizations benefit from SLA-driven MVM

Public sector: Large port authority

01

A public sector infrastructure authority operates 24/7 with mission-critical systems across vast locations. With distributed sites and aging equipment, downtime risk was high. A multi-vendor SLA model helped standardize support, ensure faster engineer dispatch, and provide visibility through quarterly reports.

Technology: Global network provider

03

High-volume network nodes and multi-brand devices made support complex. An integrated model gave them single-window ticketing, faster issue isolation and reduced operational overhead.

Banking: A leading Islamic Bank

02

Banks require predictable uptime for branches, ATMs, and backend systems. MVM provided them with:

- SLA-driven response reliability
- Lower maintenance costs
- Consistent support across vendors

FMCG: Manufacturing

04

Factories operate around the clock and rely on legacy devices. MVM offered:

- On-site coverage at remote locations
- Predictable restore SLAs
- Better lifecycle visibility



The business case for **MVM in 2025 and beyond**

Organizations choosing multi-vendor, SLA-driven support gain several advantages:



Lower Total Cost of Ownership (TCO)

OEM renewals become expensive after year 3. MVM reduces support spending substantially while maintaining SLA quality.



Consistent response and restore times

Same SLA regardless of the device brand.



Reduced operational complexity

One partner → one SLA → one reporting framework.



Extended equipment lifecycle

Devices remain reliable and supported beyond the OEM end-of-life period.



Better uptime across distributed environments

Especially critical for:

- Branch networks
- Industrial sites
- Remote offices
- Manufacturing plants



Improved visibility for leadership

Quarterly reports and Oracle CRM dashboards help CIOs make informed decisions.

A blueprint for enterprises modernizing their **maintenance model**

Organizations considering the shift should follow this four-step approach:

Step - 1 **Infrastructure assessment**

Map all assets:

- Brand
- Age
- Warranty status
- Criticality
- Failure history

01

02

Step 2 - SLA alignment

Define expectations:

- Response time
- On-site time
- Restore time
- Reporting requirements

03

Step 3 - Vendor consolidation

Replace multiple OEM contracts with one multi-vendor contract to streamline management.

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Step 4- Ongoing review and lifecycle planning

Use quarterly reports and ticket history to:

- Decide when to refresh
- Identify high-risk devices
- Monitor SLA performance
- Improve cost planning

Conclusion

The future of IT reliability is unified, predictable, and SLA-driven

As enterprises face pressure to operate without interruption, the need for consistent, efficient, multi-brand support has become essential.

Multi-vendor, SLA-driven maintenance offers organizations a way to reduce cost, modernize support operations and ensure reliability across their entire infrastructure from core servers to end-user devices.

The shift is already underway across industries and enterprises that adopt this model today will be better positioned to build resilient, future-ready IT environments.





“Harnessing *Innovation*, Empowering *Generations*”

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