

The Benefits of Third-Party Software Support



Enterprise software systems are a huge investment because they're meant to become the backbone of your organization.

As such, they require proper support to continue functioning smoothly and reliably. While publisher support may have promised you stellar service at a fair price, they inevitably become too costly and provide less and less value for a lower and lower quality of delivered services.

BENEFIT: Immediate Cost Savings ✓

With 3PSS, you'll immediately save an average of 50% – 62% in maintenance fees. On top of that, you'll save on additional soft costs by avoiding unnecessary version upgrades or migrations.

BENEFIT: High-quality and Responsive Support ✓

Third-party support vendors provide your organization with an assigned account leader and named engineering team so that when you reach out for help, you always reach experts who understand your enterprise environment and its history. You'll get faster responses, faster issue resolution, and less frustration. IT staffs no longer need to solve problems via time-consuming knowledgebase searches and can redirect their attention to strategic, value-added projects.



BENEFIT: Retain Your Stable System, Fully Supported ✓

You need the stability of your business-critical software to run well. Unlike publisher support, the third-party support vendor owns the issue, no matter where it originates. Services include:



Break/Fix
Services



Global Tax &
Regulatory
Compliance



Security &
Vulnerability
Management



Technical
Advisory
Services



General Inquiry
& Advisory



Archiving
Services

BENEFIT: Preparing You for Your Digital Transformation ✓

Every day, we hear from frustrated CIOs who tell us that their teams aren't working on what matters most to the organization and don't have time to prepare for the future. Because publisher support has morphed into a self-service, portal-centric model, staff members spend inordinate time resolving issues themselves. 3PSS frees CIOs up to work on other projects that enable digital transformation, fulfill business initiatives, and prepare existing staff for transitions to new technologies, like the cloud.

