

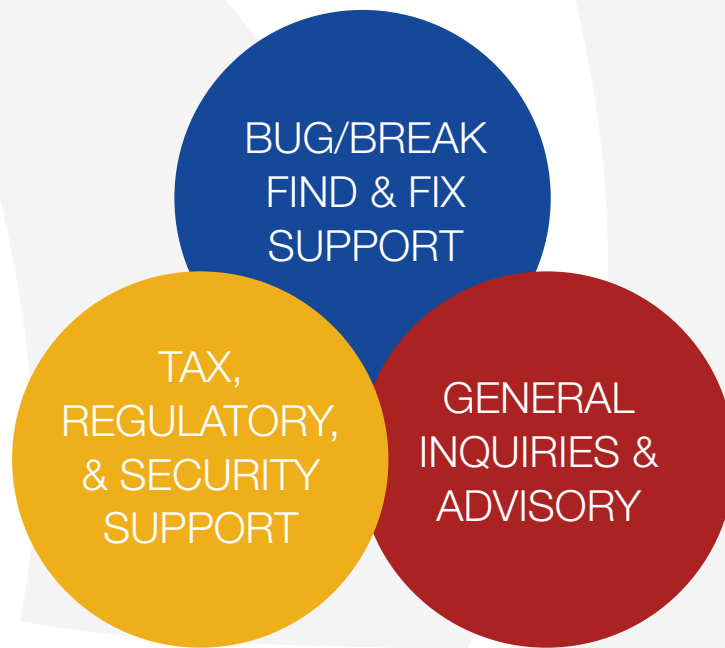
[ eBook ]

# An Overview of the Exploding Third-Party Software Maintenance Market

Third-party maintenance should be part of  
the arsenal in every CIO's apps strategy

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# What is third-party software maintenance?

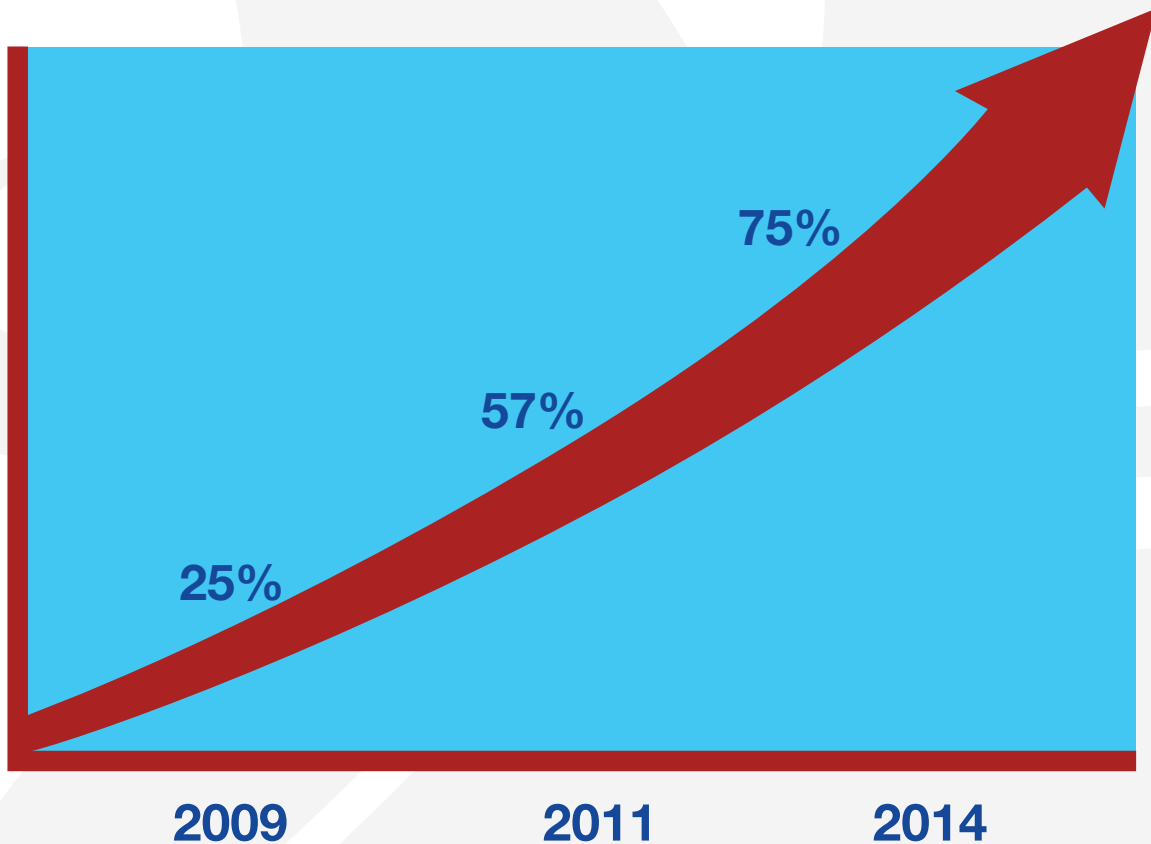


Primary components of third-party software maintenance

- A temporary or permanent displacement of SAP or Oracle software maintenance with the flexibility to re-engage at any time on your terms
- Also referred to as alternative or independent support or maintenance
- Provides the equivalent or better support services received by the software vendor today at a fraction of the cost (typically a minimum of 50% savings)
- More personalised with better response / resolution times
- A market that is exploding in terms of awareness and adoption

# The third-party software maintenance market is exploding

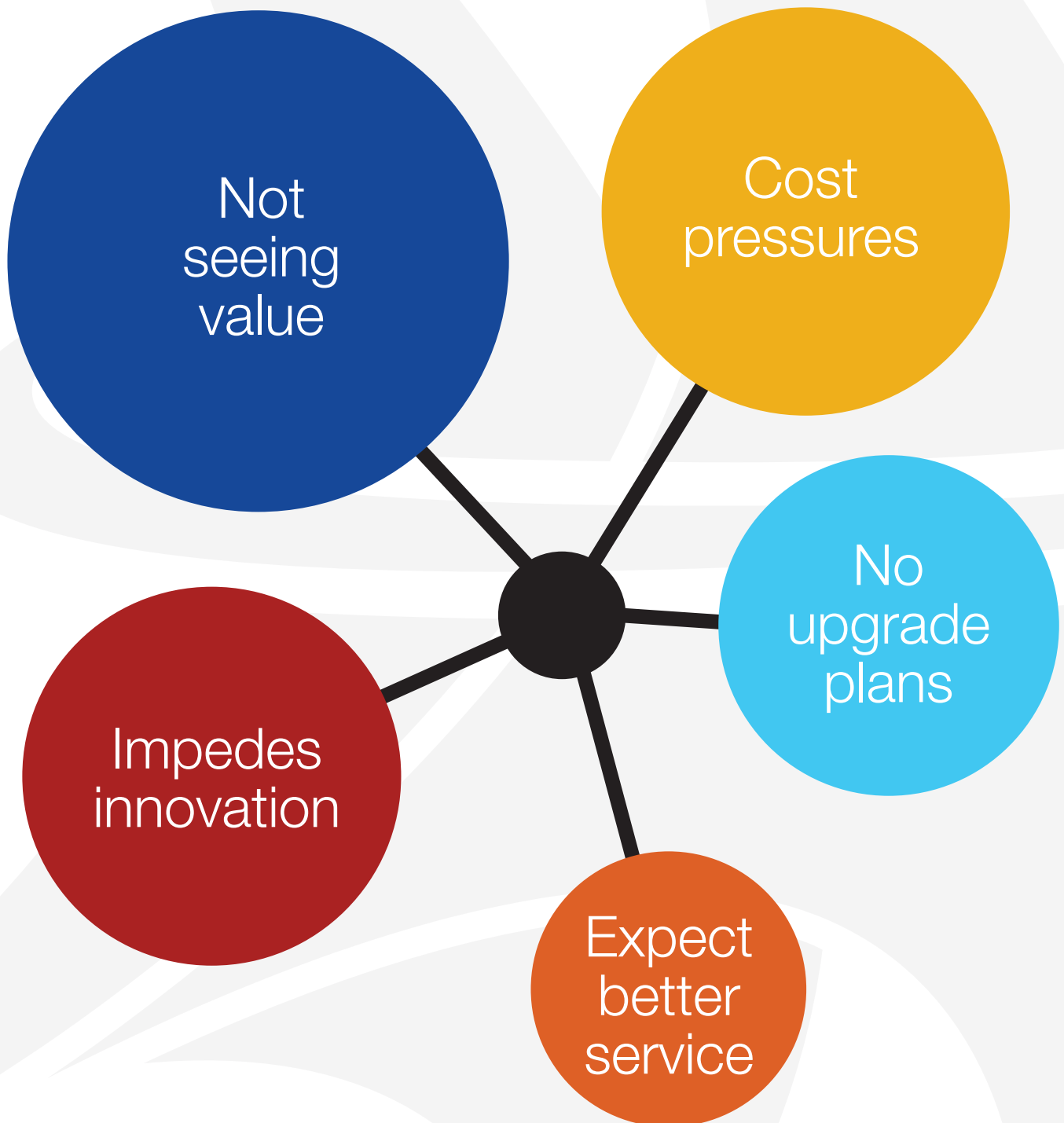
## CONSIDERING THIRD-PARTY SOFTWARE MAINTENANCE



- Over 1,000 organisations have adopted third-party maintenance to displace Oracle and SAP support and maintenance. Thousands more are now actively investigating the switch.



# Why are organisations considering third-party support?



# Why are organisations considering third-party support?

Not  
seeing  
value

Software has been implemented, customised, and tested to the point that there is little business value provided by the software vendor.

“*Now you have a choice as to where you obtain software support. In the past, you could only get support from the software vendor.*

– Forrester

# Why are organisations considering third-party support?

## Cost pressures

Many organisations are in cost-cutting mode. Third-party software maintenance providers offer premier service for a fraction of the cost. This can be a “quick win” during a stressed period.

“ Opportunities exist to significantly reduce application maintenance and support costs in IT budgets for some ERP software.

– Gartner

# Why are organisations considering third-party support?

Impedes  
innovation

The majority of time spent in IT is “keeping the lights on” when they would rather be delivering innovation to the organisation.

“*Third-party maintenance should be part of the arsenal in every CIO’s apps strategy.*

– *Constellation Research*

# Why are organisations considering third-party support?

No  
upgrade  
plans

The software vendor no longer offers adequate support for the current release; the organisation has chosen to remain on the release because it is stable or the cost of an upgrade is too high.



*The economics of maintenance make no sense for most organisations.*

*– Constellation Research*



# Why are organisations considering third-party support?

Expect  
better  
service

There is a constant struggle to measure how the vendor's support service performed relative to the budget spent; the expectations of the customer are rarely met. The perception that the software vendor is the only provider of these services perpetuates the feeling of dissatisfaction. Third-party software maintenance is a viable option with more of a focus on the customer.

“*Due to the fact that some organisations are not satisfied with the level of support provided by their software vendor, third-party services can also offer a higher quality of services and quicker response times.*

– Aberdeen

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