

A PRACTICAL GUIDE TO INDEPENDENT SOFTWARE MAINTENANCE

Independent software maintenance is moving away from the traditional break-fix model into more of a strategic partner role, someone who **can help extend the life and value of your software as well as support it.**

What is independent software maintenance?

Independent providers offer a **lower-cost alternative** to the escalating maintenance, support, and consulting fees charged by megavendors like IBM, HCL, and VMware.

Gartner found the third-party market offered substantial operations savings and value-added services, including:



Reducing software budgets



Customizing support contracts for increased flexibility to meet customer needs



Offering improved SLAs



Providing specialized services to support custom code, modifications, and unique product-specific requirements



“[Origina] was the first time I realized there is an alternative to going directly to IBM or through its partners for support.”

— Steven Wynants,
Toyota Motor Europe

Five scenarios for independent software maintenance

1

Cloud migrations

2

Migration to alternative vendors or solutions

3

Low-value maintenance needs

4

End-of-support (EOS) announcements or notifications

5

Absent or expiring maintenance increase caps for price protection in contracts

79%

of IT and procurement leaders use some form of third-party maintenance, and

80%

would recommend it to their peers.

— Forrester Opportunity Snapshot,
2020

Debunking the myths



1 **Security fixes and protection**

Origina supports all versions of OEM software, no matter what the version number, custom code, or configuration, allowing your business to stay technologically proactive.



2 **Greater risk of software licensing audit**

Origina’s licensing services almost outweigh our technical services in terms of customer demand. Our Audit Defense Service guides you through the OEM license audit process to ensure a successful outcome.



3 **Can independent product knowledge measure up to OEM support?**

All Origina customers are also entitled to four Meet the Expert sessions each year, which are quarterly consultative workshops with their product experts to proactively address potential issues.

What’s best for your business?



ASK YOURSELF

Would you like to have more contractual freedom?

Do you feel you aren’t getting enough value from your support?

Do you have strategic initiatives you are unable to fund?

According to Forrester® research, enterprises that are embracing **THIRD-PARTY SUPPORT** and maintenance

will save over \$5B

through 2027

Origina

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