



CONTRACT LIFECYCLE MANAGEMENT

Maintenance Contracts, Can't Live Without Them

Every manufacturer has them. They are a quintessential component of ongoing support and advanced hardware replacement that every IT department needs. Maintenance contracts from the manufacturer are a necessary component of any organization's business continuance. But along with all the benefits comes a plethora of hassles for most companies.

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Avoid Complexity

Ideally, organizations would have a minimum number of contracts from each manufacturer, with all products sharing a common renewal date. However, the dedication needed to achieve and maintain this Zen-like state of contract renewal is not prevalent among resellers. In fact, TBL has found it common for many organizations to have a contract number for every new purchase, with individual one-year periods of coverage starting from

every new purchase date. At best, this results in frequent renewal requests from various resellers multiple times a year that makes budgeting cumbersome. At worst, this continual cycle of multiple purchases and multiple renewals ultimately leads to critical devices experiencing a lapse in support and needless coverage for decommissioned assets.

Vanguards of Your Best Interest

At TBL, we are stewards of the contracts our clients entrust us to manage on their behalf. A contract remediation project begins with TBL inventorying all current products in production and reconciling them against the current records of that client's contracts. **A plan is developed to consolidate duplicate contract types into singular master contracts** by type, with all items across all contracts synchronized to simultaneously co-terminate coverage. TBL tracks every item on every contract via our proprietary salesforce.com instance, delivering this data directly to our Customer Portal.

Budgeting Made Easy

The key to maintaining well-planned contract management is how new purchases are integrated into the existing contract scheme. New items are added on to an existing contract number – not by creating a new one – and the initial coverage period will be synced with the same renewal cycle that all other items on the contracts already share. **The benefit – our clients are constantly aware of the budget requirements for upcoming maintenance renewals.**