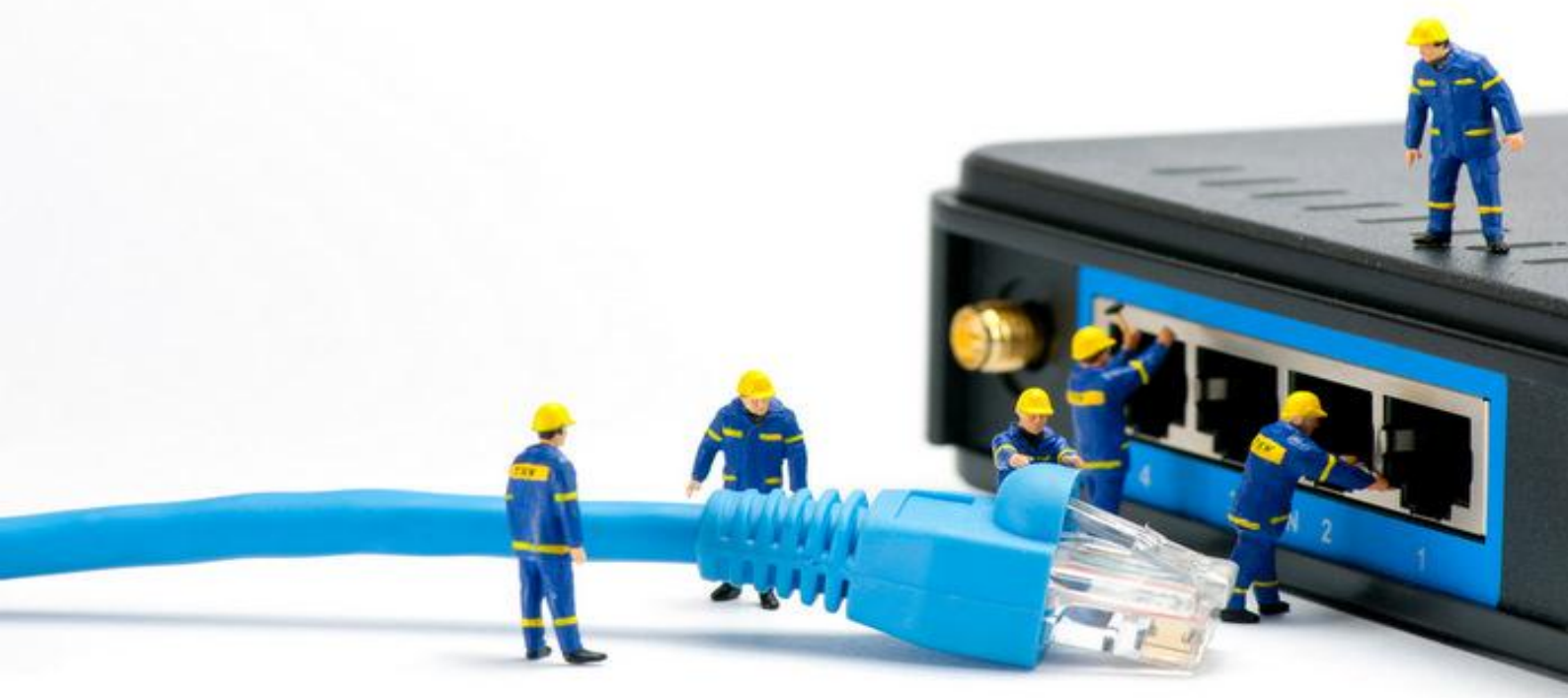


Reasons Why Companies are Shifting to Independent Software Support



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Introduction

Demand for independent software support is gaining importance as hundreds of corporate giants, mid-market businesses and public sector organizations are willing to leave vendor support to experience a better support value. Many software licensees have turned their attention towards identifying the factors responsible for such a decision of switching to independent support. Due to this decision, companies are facing a rise in annual maintenance costs that is affecting their tight IT budgets.

In a recent research report on independent support, Gartner says, “IT procurement professionals face a challenge to optimize the cost and value of software maintenance programs. As a result, Gartner analysts hear from an increased number of clients who are considering eliminating their software vendor’s application maintenance and support and replacing it with an independent third-party provider’s.”

Software vendors are focusing on new product development that results in the increase of annual support and maintenance costs. On the other side, software licensees have stable amount of releases, not motivated enough to upgrade and also dissatisfied with the response of software vendor support. This has created a gap between the annual support cost and the value received.

This gap is driving enterprise software customers to seek for other software maintenance strategies. Enterprises save a substantial chunk of costs by switching to independent support services. Cost savings are done even better with premium service features such as customization support at no extra charge.

This white paper studies the current situation of enterprise software support. It describes reasons why companies are shifting to independent support and how it is beneficial for businesses.

Reason 1

Significant Cost Savings from Independent Support

Commonly, many organizations believe they are not experiencing a fair service against their annual support and maintenance fees. As compared to software maintenance, annual software support costs represent a growing portion of the current IT budget. Gartner reports 87% of current IT budgets goes to on-going operations and enhancements, leaving only 13% left over for business transformation initiatives. This severely hampers your organization's ability to invest in innovation.

Independent support enables you to cut the current IT costs and derive a low-cost support model for future purpose. A valuable independent support service will save 50% of your annual cost savings as compared to vendor support fees. Acquire your current annual support invoice from your vendor; divide the total amount in half to know the minimum annual cost savings that you will gain from independent support.

Vendors usually club software patches and updates with many irrelevant fixes, forcing implementation and testing of all the patches just to deploy the one fix you require. With independent support, such overhead cost and risks of fixes and updates are eliminated. Reliable independent support providers deploy just the right fixes that specifically resolve your issues. Major expense of customization support is also eliminated as independent providers offer customization support at no extra charge. On the other side, software vendors hire external resources to support important customized code.

Substantial cost savings gained from independent service providers can be further utilized for strategic business initiatives or can be retained as future reserves.

Reason 2

Responsive Support

Independent support consists of a full-service model. Here, the technical experts directly debug and resolve software issues whereas software vendors emphasize on self-service support via internet portals. Independent support service at Reliason ensures every client is attended by a Primary Support Engineer (PSE). PSEs are expert individuals having an average of over 15 years of experience in the relevant software environment. With a specialized team of functional and technical personnel, they ensure prompt support is offered to resolve issues in time. A response is guaranteed within 30 minutes of problem submission and during critical queries the response time is reduced to less than five minutes. This response rate is available to clients throughout the year 24 x 7. As clients experience responsive support, they don't hesitate to rely on independent support program.

Reason 3

Avoid Unnecessary Expensive Upgrades; Maximize the Value of Current Software

Gone are the days when product upgrades introduced new features and automated business processes. Enterprise software platforms have matured over the years, which is one major reason for the increasing demand of independent service providers. The latest software applications function strongly and offer reliable support to thousands of organizations and manage their billion dollar transactions without any hassles. Enterprise software customers focus on extending the life of their current applications to avoid extra costs and disruption of unnecessary and forced upgrade. Stable software releases backed by independent support reduces risks and costs whereas new software upgrades can take up to months / years to stabilise.

Reason 4

No Extra Costs for Premium Support Features

Independent support provides enterprises with a bundle of specialized services to keep the existing releases updated and tuned so that you can comfortably run them for years to come. Software vendors charge extra for customization support whereas independent support providers include customization support as an essential feature in their service program. Rising volumes of data can affect system performance as you run current releases for longer time. With years of expertise that came from assisting many clients with the same issues repeatedly, an independent support can provide the proactive guidance and support to ensure acceptable response times and system performance levels.

Independent Service Providers Give the Value You Deserve

The stable enterprise software of today's time makes independent support a compelling choice for organizations of all sizes and across all industries. Many organizations today have picked independent software support over expensive vendor support and further organizations continue to examine the advantages of independent support programs. If you have thoughts of renewing your vendor support contract, kindly consider independent support program to accelerate your business processes and save on costs annually.

About Reliason Solutions

Reliason Solutions was established in 2007 to provide the solutions for Siebel, Oracle Business Intelligence (OBI) and Database Services. With extensive Siebel implementation and upgrade expertise, Reliason's Siebel implementation services assist companies to build end-to-end business processes by assembling pre-packaged components and combining them with their own custom components. We help businesses to deliver fast and customized solutions and keep pace with shifting business demands by leveraging reusable and modular components.

To learn more please visit: www.reliason.com