

## IT Portfolio Management **Maintenance Optimization**

### **At a Glance:**

- We help you reduce cost and manage risk with our complete maintenance offering.
- We give you easy access to the information you need to effectively manage maintenance.
- We offer a proven methodology and a streamlined approach.

### **Clarifying Maintenance Complexity to Reduce Cost and Manage Risk**

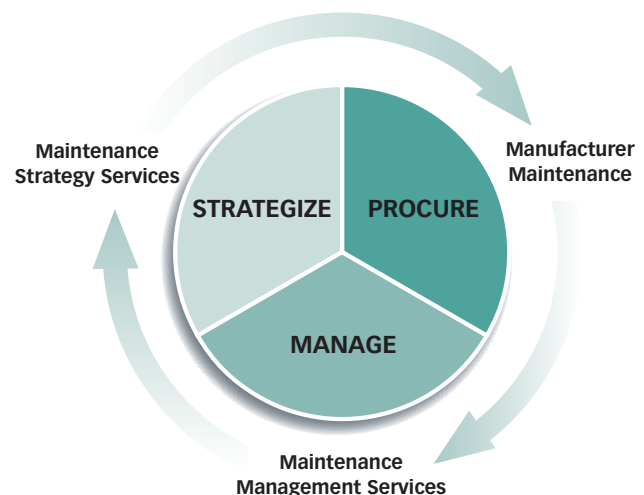
Maintenance is often hidden in many different, siloed budgets throughout the organization. Multiple contract renewals across a variety of manufacturers come up at different times. IT organizations may find it difficult to understand, organize and manage all the facets of the maintenance puzzle. Given the complexity of tracking equipment and managing contracts, it is no surprise that maintenance has become a major issue for organizations. Forsythe gives you access to the information you need and helps you identify and track all aspects of maintenance throughout your organization so that you can improve your budget planning to effectively reduce cost and risk.

Forsythe focuses on reducing overall maintenance costs while increasing quality and effectiveness through a holistic approach that addresses the many facets of hardware and software maintenance. We are able to consistently produce meaningful outcomes through comprehensive maintenance strategy and ongoing management. We also employ best practices developed from managing a significant annual IT spend encompassing a variety of industries.

In short, we can help you reduce complexity and develop a comprehensive maintenance strategy program in which hardware and software contracts are proactively tracked and managed.

### **We help you strategize, procure and manage.**

A comprehensive maintenance management program involves three crucial elements: strategy, procurement and management. Forsythe can help you with all three.



## Strategize to reduce cost & risk.

A strong maintenance management program begins with a holistic, strategic approach. Forsythe helps you develop an overall understanding of your maintenance spend, trends, and appropriate coverage levels for equipment based on your business needs. We address a variety of factors that impact maintenance, including:

- Actual inventory
- Appropriate coverage
- Service providers
- Lifecycle management
- Education
- Contract structure
- Point of sale procurement
- Renewal procurement
- Ongoing management

We also help you understand the impact of the product lifecycle on your maintenance program, so that you can proactively plan and manage cost and risk.

## Procure with standards and simplicity.

Forsythe's philosophy is to intelligently procure the maintenance you need. We have relationships with virtually all major technology infrastructure manufacturers, and we have the highest level of expertise in leading products. With our deep understanding of contract structure, manufacturer programs, and our ability to work with partners, we serve as one point of contact to simplify purchasing. We can consolidate your contracts and co-term your new purchases to create simpler, more efficient purchasing practices for your organization. We work with you to determine the best approach to make purchasing decisions that will benefit you in the long-term, choosing the best from mature and emerging technologies, and capturing maintenance and warranty information upfront to ensure smoother ongoing maintenance management in the future.

## Manage to maintain contract accuracy.

An effective maintenance strategy is only as good as your ability to maintain it. Forsythe helps you track and manage your maintenance contracts in a simple, proactive way. We integrate an effective change management program with your existing processes, and we perform regularly scheduled reviews to help you manage your entire IT portfolio on an ongoing basis. Our MyForsythe customer portal helps you maintain an accurate view of all your assets across manufacturers and locations.

## Get the Forsythe Advantage.

For more than 35 years, Forsythe has delivered forward-thinking advice, technology, and operation-enhancing solutions. As an independent advisor, Forsythe can help you address every aspect of your infrastructure, including how new solutions may affect the bigger picture. Working with every major provider, Forsythe acts as your single point of contact for managing the cost, effectiveness, and risk related to your information systems.

## Let Forsythe Help.

Business objectives — and business issues — don't exist in a vacuum. Forsythe identifies and addresses IT interdependencies to deliver solutions that work across your enterprise. Call us today.

