

Hardware Support Assessment Your Maintenance Audit

Proprietary analysis that provides you with an unbiased view of the risks associated with incorporating an independent support strategy vs. manufacturer support into your IT environment.

Our ClearView Process

- Provide a copy of your current asset list
- List gets imported into our proprietary tool
- Tool performs a proximity analysis
- Your asset list is matched against our data base
- Feasibility of support on each item is highlighted
- Identifies items where manufacturer support is no longer valuable
- Compiles a comprehensive final report showing risk level related to moving devices to alternative support

ClearView helps you identify opportunities for cost savings without sacrificing service levels. ClearView applies objective and verifiable criteria to identify devices that no longer benefit from having manufacturer support, and can be maintained by independent support.

Our philosophy is transparency. What results will likely be a hybrid recommendation outlining what devices can safely be moved to independent support, and what items should remain on manufacturer support. It is a strategy that balances varying levels of risk and quantifiable savings.

Just provide the basic information from your current support agreement, and our process is underway.

Color	Definition
Green	CURVATURE SUPPORT SUGGESTED: Assets in this category can be moved to Curvature without forfeiting any critical component of support. These products are prime candidates because their firmware / software updates have either ceased or are available separately. We can provide support on devices well beyond the manufacturer’s End-of-Life date. Moving these items to Curvature support results in immediate OpEx reduction, extends the useful life of your hardware, and gives you more control of when you refresh.
Yellow	CURVATURE SUPPORT OPTIONAL: If you have standardized on a specific firmware / software version, transitioning items to Curvature’s support makes sense. These products have reached a steady state even though updates could still be released. Many manufacturers sell updates separately. Otherwise, you pay a premium for support while not using those updates and end up spending unnecessarily. Some products may have licensing constraints that could impact eligibility.
Red	MANUFACTURER SUPPORT SUGGESTED (HIGH RISK FOR ANY TPM): Products in this category are dependent on their manufacturer for critical elements of service such as license, features, updates, or niche technical support. As these items progress through their lifecycle, they may transition into one of the categories above.

