

Third-Party Software Support: It's About Time

Is it time to reduce the cost of your enterprise software support and start utilizing those savings for business-first initiatives?

Software Support begins at 50-62% the cost of the Software Provider, while providing a more responsive, comprehensive, and diligent approach from our expert team of engineers.

It's about time to consider third-party support and the benefits switching will have for your organization. To help you get started, we created a roadmap showing the processes timeline, peer insights, and technical resources.

START

THE TIME TO DISCOVER

You have 4-7 months to discover all you need to know before the end of the year and renewal of original software

Start with these resources for the high-level details. Click on the icons for more information.



PAPER

Read the A-to-Z Guide to Third-Party Support



COMPARISON

Compare Third-Party Support to Software Support Models



RFP QUESTIONS

Top 20 RFP Questions to Include When Evaluating Vendors



COMPARISON

Online Reviews with Gartner Peer Insights

THE TIME TO TALK

You've researched the market, now it's time to engage the vendors. What products do they cover? How will they address your organization's unique needs? What is their reputation in the market? We recommend reaching out and starting with a 15-minute introductory discussion.

THE TIME TO CANCEL

Don't let strict deadlines force you into a decision on support. If you have reservations about renewing for next year, you have an important choice coming. You can:

1

Exercise your right to cancel by sending a "notice of cancellation" letter. This move gives you an extra 90 days to research and plan with Spinnaker Support.

2

Do nothing and be automatically locked into your annual contract for the following year.



CANCELLATION LETTER

An example letter you can modify and send



CALCULATOR

Calculate Your Savings with Third-Party Support

THE TIME TO DECIDE

Take the time you need to frame and make your decision. If you've exercised your right to cancel, you still have months to choose to switch to third-party support. If you haven't yet done so, now is the time to complete your business case (the cost relief alone is worth your time to consider). Know that the vendor will ramp up its efforts to have you renew their support, deploying a range of tactics from audit warnings to cloud credits. You will also need to plan for several weeks of onboarding prior to the end of the year, so that your third-party support vendor can prepare your team, build a material archive, and ensure a smooth transition on January 1.

THE TIME FOR SAVINGS

Third-party support delivers deep savings compared to vendor-provided support (an average of 62% for Spinnaker Support customers). Starting from day 1, you can allocate these funds as needed, whether that's to satisfy shareholders, meet mandated budget cuts, or invest in other IT initiatives. Third-party support covers your existing products through a responsive team of expert engineers, even if those products have reached EoMM or EoL. Your stable business operations will continue to run at peak performance for as long as you need.



CALENDAR

Experience A Year of Third-Party Software Support

THE TIME TO STRATEGIZE

Congratulations! You've bought yourself all the time you need to consider your longterm IT strategy. The vendor is no longer pressuring you into an upgrade you may not want or be ready to implement, and you've been able to avoid their annual support increases and significantly cut your IT costs. Your users now have a dedicated support team on call 24/7, and should you need the additional boost, Spinnaker Support can provide additional managed services.



ONGOING ASSISTANCE

Reach out to one of our representatives today to begin strategizing your roadmap

FINISH

[Contact us today to get started](#)

877-476-0576 U.S. & Canada | +44 (0)20 8242 1785 International
spinnakersupport.com

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