



CASE STUDY

VAR Saves Healthcare Customer **\$1,025,000** on Hardware Support



About the partner

As one of the largest private companies in the US and the biggest black-owned company in the country, **this VAR has an annual revenue of over \$13 billion.**

This technology services provider works in data centers, cloud computing, computer security, artificial intelligence, application software, and computer networks.

With locations in 21 states, **this not-for-profit healthcare company is the fifth-largest hospital system in the US.** Headquartered in San Francisco, they have been providing exceptional health care since 1986.

About the end-user



Challenges

The end user had more than 100 boxes of networking gear coming off warranty with the manufacturer, but the OEM's price to renew was simply too expensive. The manufacturer was inflexible with its price point, and with the OEM's quote sitting at \$1.2M, the VAR was scrambling to find a more affordable solution for its customer. **As a hospital, the end user couldn't risk having gear that stores critical medical information go unsupported,** so finding a cost-effective, reliable solution was imperative.

While the OEM quoted \$1.2M to extend the warranty of this gear, **ChannelWorks** offered the same support for \$175K, saving the end user more than 85%.

Not only was **ChannelWorks** able to offer the most competitive price, but they also provided the most flexible contract options, a requisite due to the criticality of the hospital's data center infrastructure.

The whole process took two weeks, getting the end user the support they needed quickly and at an affordable price, ensuring their essential hospital infrastructure maintains maximum uptime.

Solution



Benefits



Partner rep:
+\$30K
margin

By switching to **ChannelWorks** support, this VAR helped its customer avoid an expensive maintenance renewal with the OEM and they saved \$1,025,000, which they could then repurpose towards what matters most: providing quality health care to hundreds of thousands of people.

In addition to significant cost savings, **ChannelWorks'** support provides flexible SLAs and contract terms that the OEM does not offer. **ChannelWorks'** flexibility allowed this end user to utilize customized solutions that match their budget and unique requirements, including a contract length that works best for them. **ChanelWorks** support is also multi-vendor, so this partner can continue to provide significant cost savings and flexible maintenance for all its customer's gear, regardless of manufacturer. The customer was so satisfied with **ChannelWorks**, the VAR is discussing moving their server and storage contracts as well.

Finally, while this deal significantly benefited the end user, it also was a win for the partner rep who made more than \$30k margin.