Arch Assessment

Overview: The Arch Assessment is designed to give you an overview of 3 areas of your IT Infrastructure where you are either spending too much money on over-coverage and where you don't have adequate coverage and are at risk. This is an overview that will give you guidance on where you can focus next to discover specific opportunities to save money or to ensure adequate coverage.

Conduct Warranty and Inherent Service Analysis – This analysis is an assessment of inherent services entitled to individual devices as rights to the authorized end-user, regardless of services agreement status*. It then filters these devices out by the countries in which those inherent services may be considered valid and required to deliver by the OEM.

Service Overlap Analysis – This analysis takes the results of Task 4 and compares the inherent service deliverables to the quoted coverage level deliverables to determine if the inherent services are able to deliver (at all, in part, or in whole) the quoted coverage level deliverables.

Service Impact Analysis – This analysis compares the inherent service deliverables to the quoted coverage level deliverables to determine any gap in service deliverable terms and conditions.

SLA Recommendation – Following the above analysis a coverage recommendation is made with various options that ultimately depend on the clients SLA Threshold for Change and provide the immediate cost savings associated to each recommendation.

Vendor Recommendation – Following the SLA analysis a recommendation of appropriate vendor type will be made to determine who is best suited to deliver the SLA's that complement the other analysis results. This step may represent the largest savings while also leveraging all other analysis to ensure only increase in SLA's and reduction in cost without service gaps.

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Arch Assessment

Service Overlap – This section will provide insight into your current Service Overlap. Those details will give you an understanding of whether you have an opportunity to reduce your expenses by cleaning up your service overlap.

Entitles Services – This section will provide insight into your Entitled Service. Those details will give you an understanding of whether you are at risk of not getting the service you believe you are entitled.

Support Overlap – This section will provide insight into support overlap. Those details will give you an understanding of if you are paying double for support.

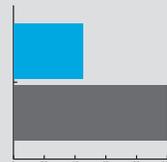| 1	+50%	-45%	100%
CENTRALIZED AGREEMENT	INCREASE IN UPTIME	DECREASE IN COST	CASE RESOLUTION

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