



# **Buying, Supporting, Maintaining Software and Equipment: An IT Manager's Guide to Controlling the Product Lifecycle**

*Gay Gordon-Byrne*

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# Buying, Supporting, Maintaining Software and Equipment: An IT Manager's Guide to Controlling the Product Lifecycle

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Describing how to avoid common vendor traps, **Buying, Supporting, Maintaining Software and Equipment: An IT Manager's Guide to Controlling the Product Lifecycle** will help readers better control the negotiation of their IT products and services and, ultimately, better manage the lifecycle of those purchases.

The book supplies an inside look at the methods and goals of vendors and their contracts—which are almost always in conflict with end-user goals. The text is set up to follow the way most people experience technology products and contracting decisions. It begins by explaining the significance of the decisions made at the time of product selection. It details what you need to focus on when negotiating service and support agreements and describes how to use purchase orders to negotiate more favorable agreements.

- Covers product acquisition, support, and maintenance
- Examines hardware and software warranty and support models
- Considers finance and accounting issues for maintenance and support
- Spells out technology product details
- Explains postwarranty support and maintenance
- Provides the understanding to better negotiate with vendor sales teams

Illustrating the types of problems typically experienced during product use, the book describes how to better control the useful life of your equipment. It supplies tips on how to avoid excessive charges from predatory vendors and concludes by delving into issues of product end of life.

Explaining how to manage support and maintenance issues for the long term, this book provides the understanding you need to make sure you are more knowledgeable about the products and services your organization needs than the vendor teams with whom you are negotiating.

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