

AMC Support Comparison Chart

Service Type	Third-Party AMC Support (Servicing24)	Without AMC	Under Product Warranty	OEM AMC Support
Hardware Diagnosis & Fault Isolation	Fast on-site diagnosis, multi-vendor support	Customer-dependent, delayed issue detection	Only for covered faults, no proactive checks	OEM-specific, remote diagnosis first
Part Replacement (RAM, HDD, PSU, etc.)	Includes parts + installation (if covered in AMC scope)	Customer bears full cost + delay	Only if part is defective and covered	Covered under warranty/contract, longer lead time
Firmware Updates (BIOS, RAID, etc.)	Included as preventive maintenance	Not done unless critical	Only if OEM releases patch for a known issue	Performed by OEM at scheduled intervals
Storage Maintenance (Disk/RAID health)	Regular checks, rebuilds, RAID config support	Ignored until failure	Not included unless failure occurs	Only covered if system is under warranty or AMC
Server Performance Inspection	Included in health check visits	✗ Not available	✗ Not included	Rarely included unless part of extended service
Networking Device Monitoring (L2/L3)	Monitoring, config backup, restoration	✗ No support	Only for hardware fault	OEM checks config only during incident
Log & Alert Review (iLO/IDRAC/Logs)	Proactive alerts, recommendations	Ignored or reactive only	Only checked during failures	Viewed when a ticket is raised
Preventive Maintenance (Quarterly/Monthly)	Scheduled visits, deep checks, cleaning	✗ Not done	✗ Not included	As per OEM contract – quarterly/bi-annually
Asset Inventory & Health Report	Delivered with each visit, updated list with health scores	Customer must manually track	✗ Not provided	Occasionally provided during audits
Remote Troubleshooting & Advisory	24/7 remote support with escalation	✗ Not available	✗ Not available	Included with limits
Support for EOL/ Obsolete Devices	✓ Supported if spares available locally	✗ Customer must replace	✗ Not Supported	✗ Not Supported
Multi-brand & Multi-location Support	✓ One SLA across brands/sites	✗ None	✗ Single OEM Only	✗ OEM-specific only
SLA Commitment)	Custom SLAs, NBD 24x7, 8x5, etc.	✗ No guarantee	N/A	As per OEM contract
Cost Predictability	Fixed annual cost, no surprise charges	Highly variable, pay-per-incident	Free, but only for valid claims	High annual cost, additional charges for extras
Installation & Rack Level Cabling Support	Included during preventive visits or new add-ons	Customer must do themselves	✗ Not applicable	Not covered unless installation contract signed
On-site Emergency Response	Engineers dispatched within SLA	✗ No support	✗ Not available	Response time varies (usually longer than 3rd-party)
Operating System Level Support	✓ Windows/Linux OS-level basic troubleshooting, patching, Optimization	✗ Not Available	✗ Not Included	✗ Not Included
Database Support	✓ Health checks, backup reviews, Database Query Optimization	✗ Not Available	✗ Not Included	✗ Not Included
Hypervisor Support	✓ Virtual Machine troubleshooting, snapshot / backup support, HA setup	✗ Not Available	✗ Not Included	✗ Limited
PoC on Emerging Technologies	✓ PoC/demo setup for HCI, DR, Cloud, etc.	✗ Not Available	✗ Not Applicable	✗ Not Included
Infrastructure Advisory	✓ End-to-end consulting on compute, storage, network, security	✗ Not Available	✗ Not Included	✗ Not Included
IT Change Management & Integration Consultancy	✓ Technical guidance during infrastructure transitions or upgrades	✗ Not Available	✗ Not Included	✗ Not Included