



Memorandum

To: Livingston County Board of Commissioners
From: Richard Malewicz
Date: 1/16/2018
**Re: A Three- Year Maintenance Agreement with Service Express,
Inc. for County Hardware Service and Support**

The proposed maintenance agreement for hardware would reduce support and maintenance costs of hardware like servers and networking equipment and can range anywhere from 30% to 60% lower than the original equipment manufacturer's provided service. Expanding the lifespan of the County's hardware that is no longer supported will result in significant cost savings.

Gartner has recommended a hardware maintenance agreement as a low-cost and low-risk alternative to manufacturer provided support that doesn't prove to be cost effective post – warranty and post end of service life. The Information Technology Department has worked with Service Express, Inc. (SEI) since 2015 and have not encountered any issues that would dissuade them from working with SEI in the future.

If you have any questions regarding this matter please contact me.

Rich Malewicz