

# Contracts as a Service (CaaS)

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## From FGS

**FGS**

Hewlett Packard  
Enterprise

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## The Support Challenge

**Virtually every asset your business owns or uses will have a support requirement, a warranty entitlement or a term-based subscription.** Managing these across multiple vendors and providers can place a large operational and financial burden on your organisation.

**Knowing who to call when you have a fault and what you can expect from your cover** while ensuring all of your assets are correctly supported, and managing renewals and removing cover for decommissioned devices, is a complex and costly operation. It will require access to multiple customer portals and becomes even more complicated if you use a 3<sup>rd</sup> party maintenance company.

**This is becoming ever more challenging** as vendors complicate their products with discrete software entitlements on hardware devices that require term-based subscriptions, or must be under support in order to apply software updates.



**Then you have the challenge of creating the annual budget.** This can take an inordinate length of time to create due to the multiple sources that need to be integrated to get the data. You also need to work with multiple vendors and suppliers to get the budgetary values.

**It is vital from an operational, financial and compliance perspective that your assets are covered correctly.**

**FGS brings you CaaS to make this simple.**

## Introducing Contracts as a Service

The Contracts as a Service (CaaS) platform from FGS is a cloud-based system that allows you to manage your support contracts, warranty entitlements and term-based subscriptions in a single screen.

Our industry leading platform enables you to have a vendor-agnostic, consolidated view of all of your contracts and entitlements. This eliminates the “spreadsheet” management typically employed by companies which is both laborious and prone to error.

**With CaaS you have one login, one view, complete control**

### Improve your operational efficiency

- Easy access to all of your support information
- Know who to call when you need support
- Get the level of support you are entitled to
- Track support information by device
- Simplify budgeting processes.



### Reduce your risk

- One source for renewal notifications - never miss a renewal, keeping you covered and compliant
- Manufacturer serial number tracking\* helps identify products from an unauthorised supply chain
- Simplify your auditing process by linking in your existing CMDB\*\* systems.

### Control your costs

- Reduce the risk of paying for duplicated support entitlements
- Eliminate unnecessary parts and labour costs on devices that are covered by warranty or support
- Only pay for assets that are in use and easily remove decommissioned devices
- Avoid punitive re-instatement and return-to-service fees.



\* Dependant on vendor API capabilities

\*\* Requires custom consulting engagement

## Typical Business Challenges

Not managing contracts and support is costing businesses time and money – are you one of them?

**Not renewing on time** can result in re-instatement penalties of up to **50%** of the contract cost

**Missing renewals** on SSL certificates can result in **un-planned downtime and customer disruption**

**Expired support** can expose you to security threats on devices that need regular firmware/software updates

Unknown or unexpected service levels can extend fix times on critical systems – **costing time and money**

**CaaS from FGS can help you cut costs, boost service levels and improve efficiency by managing your entire service, support and warranty infrastructure and renewals on one simple portal.**

**One login, one view, complete control.  
Call FGS about CaaS today!**

[www.fgs.co.uk](http://www.fgs.co.uk)

### Malta Office

Call: +356 27440560

Email: [info@fgs.co.uk](mailto:info@fgs.co.uk)

15, Lourdes Lane, Block A  
Triq Gian Nicola Buhagiar  
San Gwann  
Malta

### London Office

Call: +44 203 058 1700

Email: [info@fgs.co.uk](mailto:info@fgs.co.uk)

22-23 Widgate Street  
London  
E1 7HP  
United Kingdom