

How Does 3PSS Differ from Software Publisher Support



Depending on how long you've been working with enterprise software publishers, you likely have an opinion on the traditional software vendor approach to support. If you've never seen the 3PSS support model, it may require reevaluation of what support should include and how it should be delivered.

Third-party support delivers prompt, effective solutions centered on your needs, bypassing the sales-driven focus of traditional software support.

The Limitations of Traditional Support

You're probably already familiar with the limits of traditional support services.

There is partial support for interoperability, no support for custom code, and security protection delivered with a patch-first approach. And then, on top of all that, there's the frustration of having to justify support for what you consider to be your highest priority (P1) issues.

You're probably also well-acquainted with vendor-mandated self-support, which inevitably leads to countless hours of searching for fixes — and fewer hours spent on your department's strategic initiatives. It's impossible to keep up with it all yourself, which often means settling for working with minor but unsolved bugs that will never be patched or developing customizations to address base software issues.

The business objectives of third-party support providers are entirely different from those of vendors, who are primarily “software-driven.” Their standardized approach only solves a limited set of issues while promoting more software and upgrades as solutions. The highest business priority of a publisher is to push you toward a cloud solution that may or may not address your immediate business needs. If the publisher can get you to abandon your on-premise software for something newer, they’ve done their job — even if your software could run efficiently for many more years.

**IN CONTRAST,
THIRD-PARTY SUPPORT IS
“SUPPORT-DRIVEN.”**

The emphasis will always be on more proactive and comprehensive responses that focus on solving issues more quickly, no matter the source or who is required to weigh in on the solution. For example, we focus intensely on the quality and value of customer service — and rather than putting our profits toward researching new products, we reinvest them into these customer-facing areas.

