Take Back Control:
OEM Maintenance
&
Life Cycle Myths Exposed

Sean Doyle
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Curvature
- Gartner’s “Knowing When It’s time to replace Enterprise Networking Equipment”

- The OEM Models – Cisco Centric

- What Gartner Suggests

- What others are saying about older hardware.

- Summary
The Status Quo

Gartner – Knowing when its Time to replace Enterprise networking

- Why the whitepaper?

- Refresh policies 3-5 years

- In most cases advice was sought from OEM’s

- Many vendors have similar EOL policies and the end of sales (EOS) announcement triggers a chain of events that influences useful life of a hardware product, although it doesn't have to dictate it

- Large amounts of hardware being replaced was still functional

- Hardware had more ‘useful life’
Factors that determine useful life

• Market Innovation - “Vendors are constantly introducing new products and technologies, but buying the latest version is not always necessary”

• Vendor EOL Policies – “These shouldn’t dictate the life”

• Operating Life – MTBF?

• Operating Cost – Energy consumption / Maintenance
  Lifetime Warranty – Opex Saving
  Trade ins
What Gartner Suggests

Source: Gartner (March 2015)
TCO – Lifecycle Management – 3750G

End of Sale - WS-C3750X-48P-S

<table>
<thead>
<tr>
<th>Year</th>
<th>Price</th>
<th>Usage Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>$6195</td>
<td>12%</td>
</tr>
<tr>
<td>2011</td>
<td></td>
<td>21%</td>
</tr>
<tr>
<td>2012</td>
<td></td>
<td>40%</td>
</tr>
<tr>
<td>2013</td>
<td></td>
<td></td>
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<tr>
<td>2014</td>
<td></td>
<td></td>
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<tr>
<td>2015</td>
<td></td>
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<tr>
<td>2016</td>
<td></td>
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Building a Network Equipment Upgrade Plan

Plan
- Weight each factor based on organization's policy
- Assign score to every area/product.
- Build prioritized replacement plan.
- Review every year.

Source: Gartner (March 2015)
Example: 3750 Switch

**MTBF Range:**

18 to 33+ Years

*(From initial deployment)*

<table>
<thead>
<tr>
<th>Mean Time Between Failure (MTBF)</th>
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<tbody>
<tr>
<td>188,574 hours (Cisco Catalyst 3750G-24TS)</td>
</tr>
<tr>
<td>209,170 hours (Cisco Catalyst 3750G-24WS)</td>
</tr>
<tr>
<td>210,936 hours (Cisco Catalyst 3750G-24T)</td>
</tr>
<tr>
<td>215,000 hours (Cisco Catalyst 3750G-12S)</td>
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<tr>
<td>259,729 hours (Cisco Catalyst 3750G-12S-SD)</td>
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<tr>
<td>217,824 hours (Cisco Catalyst 3750G-48TS)</td>
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<td>294,928 hours (Cisco Catalyst 3750G-24TS)</td>
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<td>269,011 hours (Cisco Catalyst 3750G-24FS)</td>
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<td>166,408 hours (Cisco Catalyst 3750G-48PS)</td>
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<tr>
<td>209,170 hours (Cisco Catalyst 3750G-24PS)</td>
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<tr>
<td>184,422 hours (Cisco Catalyst 3750G-16TD)</td>
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<tr>
<td>165,243 hours (Cisco Catalyst 3750G-48TS)</td>
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<tr>
<td>141,005 hours (Cisco Catalyst 3750G-48PS)</td>
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<tr>
<td>221,150 hours (Cisco Catalyst 3750G-24TS-1U)</td>
</tr>
<tr>
<td>182,373 hours (Cisco Catalyst 3750G-24PS)</td>
</tr>
</tbody>
</table>
We are not the only one’s saying it!

Q2: Do older networks cause more failures and network downtime, and require increased support?

A2: A resounding ‘no’.

- Our results show that older devices fail less frequently and take less time to repair.
- However, older networks do have special support requirements, particularly sparing and device swap-out strategies. Without these, failures caused by older devices would take longer to resolve.
- The great majority of service incidents (84%) aren’t device-related, but are caused by human error, environment problems, or telecom failure, all of which fall outside the remit of a conventional support contract.

In summary, **obsolete devices fail less often than current devices**. And, when they do fail, problems are quicker to resolve: about an hour less than for current devices.

Source: Gold Partner Report 2014
Report of Incidents across 91,000 calls

Figure 7:
Incidents by resolution category

49% devices were current, 40% were ageing, 11% were obsolete

Source: Gold Partner Australia
- “Replacement of network equipment does not need to follow a timed schedule.....Upgrades should follow a consistent policy set by IT and NOT by the vendor”

- Look to work outside of the channel to extend the life of devices.

- Devices operate far beyond their EOL dates.

- Older devices far less often and are quicker to repair.

- Prioritise your investments – break the 70 / 30 mold. Move money from ‘running the business’ into ‘growing the business’
TCO - Lifecycle Management - 3750G

End of Sale - WS-C3750X-48P-S

Last date of support

40%
10%

$6195
$2150

Source: http://en.wikipedia.org/wiki/Bathtub_curve
Software Support

- Software only applicable on internet facing devices.
- Don’t pay SW no longer available – End of SW Maintenance
  Release Date – Jan 30th 2014
- Don’t pay SW free of charge – Layer 2
- Not changing software
- Less updates more reliable.
We are not the only one’s saying it!

Report of Incidents across 91,000 calls

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