



## *Press Release*

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### SIA announces OEM Service competitiveness grading results

SAN DIEGO, CA. October 5, 2011 – Today the Service Industry Association announced publication of the first segment of OEM service competitiveness grades for processors and storage products. According to Executive Director Claudia Betzner, “We produced this grading system as an aid to end users in selecting vendors with appropriate terms and conditions for the long-term use of their equipment, not just including hardware break-fix. We were pleased to see that the OEMs offering more flexible terms and conditions to end users are also those with the strongest used market supporting our contention that service restrictions leads to loss of value for end users.”

Ms. Betzner went on to explain “OEMs with top grades have policies and procedures that allow end users to engage any party of their choice for repairs, much as automobile owners vary their use of local repair shops and dealer service.”

IBM and Dell earned service competitiveness grades of 95% each. HP, which would have also scored a 95% grade had they not recently changed policies restricting access to microcode updates to holders of current maintenance agreements and inconsistent written policies match field category, achieved a score of 80%. Executive Director Claudia Betzner noted “At the opposite end of the scale, Oracle posted a “0%” grade failing to even earn ten points for having a published policy that matches their actions in the field. Most other storage vendors scored very poorly with scores of 10% to 20%, with the exception of Overland scoring higher at 70%.”

The SIA intends to regularly update service competitiveness grades to reflect both positive and negative changes in OEM policies. Within the next few weeks’s grades on additional categories of equipment will be released including networking, printers, client devices, POS (point of sale) equipment, ATM and credit cards. A white paper that describes the service competitiveness grading methodology and the reasoning behind the grades is available on the SIA website at no charge. Visit the competitiveness section of the news area of <http://www.servicenetwork.org/> for access to the white paper. The rubrics and white paper were developed by the SIA International Customer Competitiveness Council through a collection of information gleaned from OEM published terms & conditions and interviews of those doing business in those markets.

The Mission of **Service Industry Association** is to create a forum *where service partnerships are made* and to serve as a forum where every member can enhance their business and to take collective action for the betterment of the industry whenever necessary. The SIA was founded in 1985 as the leading trade association for companies engaged in the repair of electronic hardware and those that support the high tech service industry. Members include hardware OEMs, independent service providers, consultants, software companies, and logistical support companies. The SIA was instrumental in fighting for the rights of end users in the Right to Repair Act, (part of the DMCA since 1998), many friend of the court briefs, white

papers and complaints filed with the U.S. Department of Justice, all 50 states attorneys general, European Council, and Canadian Commission in support of open and competitive service. Membership now tops 150 companies representing members in the U.S., Canada, Australia, United Kingdom, The Netherlands, Denmark, Norway, Ireland, Singapore and member locations in most developed nations such as China.