

Market Guide for Independent Third-Party Software Support of Megavendors

27 June 2025 - ID G00806392 - 24 min read

By: Rob Schafer, JoAnn Rosenberger, Adam DeJoy, Ciaran Hudson, Wendy Morin

Initiatives: [IT Sourcing Strategy Development and Execution](#)

Software is the second-highest IT spend category, driving sourcing, procurement and vendor management leaders to analyze cost-saving opportunities from independent third-party support providers. Use this guide to cut your IBM, Microsoft, Oracle, SAP and VMware by Broadcom software support costs by 50% or more.

Overview

Key Findings

- Sourcing, procurement and vendor management (SPVM) leaders who research and analyze all viable maintenance options for their IBM, Microsoft, Oracle, SAP and VMware software are well-positioned to recommend cost optimization alternatives to their stakeholders.
- A critical success prerequisite to engaging third-party software support (TPSS) is a thorough evaluation and comparison of the TPSS offerings and contract terms with those governing the IBM, Microsoft, Oracle, SAP and VMware products.
- SPVM leaders reduce cost and operational risk when they engage stakeholders for a TPSS risk-benefit analysis followed by proof of concept (POC) engagements for the providers to showcase their service offerings and support capabilities.

Recommendations

SPVM leaders evaluating TPSS providers for IT software support services and solutions with a goal to optimize costs for IBM, Microsoft, Oracle, SAP and VMware should:

- Use the five evaluation steps and the services described in this guide to evaluate TPSS as a potentially viable option to reduce significant software maintenance costs across these five vendors' software portfolios.

- Compare TPSS offerings with the maintenance and support policies and contract terms governing their organizations' current use of IBM, Microsoft, Oracle, SAP and VMware software as a key exercise when conducting the risk-benefit analysis for moving to TPSS.
- Send RFPs to all viable TPSS providers reviewed in this guide to obtain information on their services and pricing. Request that TPSS providers provide at least three *customer references* and agree to *POC engagements* to ensure their services meet current and long-term support needs.

Market Definition

Gartner defines independent third-party software support (TPSS) of the megavendor market as a lower-cost alternative to the maintenance, support and consulting service fees charged by IBM, Microsoft, Oracle, SAP and VMware by Broadcom. Independent TPSS service providers are not authorized channel partners. They offer independent support. The independent TPSS providers have no relationship with the original equipment manufacturer (OEM) or independent software vendor (ISV). As a result, they cannot access intellectual property, software updates, firmware updates or security advisories, or obtain OEM/ISV Level 3 or backline support. TPSS is typically delivered via cloud-based professional services.

Organizations face rising operational expenses due to the high cost of software maintenance and support from megavendors such as IBM, Microsoft, Oracle, SAP and VMware by Broadcom. TPSS services can address this business challenge by offering comparable support plus value-added services at significantly lower costs. By leveraging TPSS, organizations can achieve substantial reductions in software operating expenses — typically an average annual savings of 50% compared with traditional vendor support. Tangible outputs include lower maintenance costs, improved budget flexibility and access to additional support services.

The bottom-line issue when evaluating the TPSS market and its vendors is not whether your organization will save money, as the annual savings is typically 50% of the megavendor's annual support cost. Rather, you must do a thorough feasibility study — including relevant, specific customer reference checks — to assess operational risks and ensure the selected TPSS provider can deliver the required capabilities and risk tolerance of your specific environment.

Mandatory Features

- **Significant cost savings:** TPSS services typically save 50% versus direct OEM or partner software support.
- **Customer-entitled updates and new versions:** Know the currently installed version and the version you will be entitled to use when vendor maintenance and support are canceled.
- **24/7 help desk and remote support:** The TPSS provider's support services should match the typical types of help desk and service desk incident tickets that your organization has submitted over the past 12 to 24 months.

Common Features

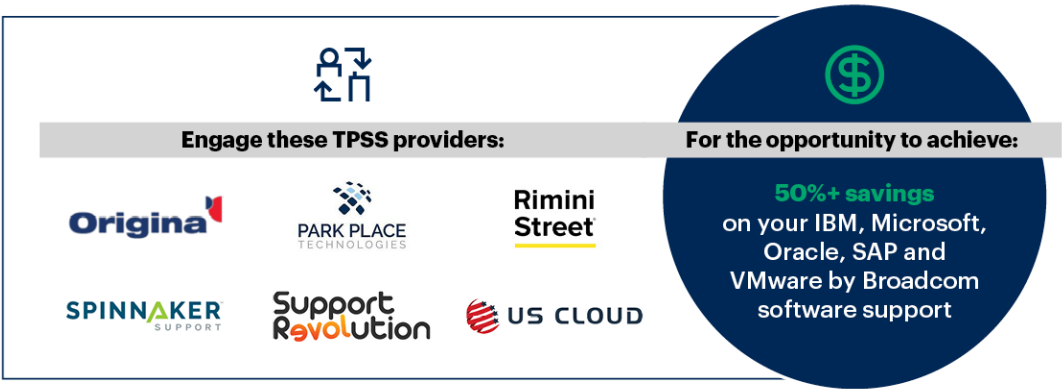
- **Customized contracts for increased flexibility:** Organizations look to third-party providers to increase flexibility in their software maintenance and support contracts, allowing them to opt out of new and future versions and release upgrades when they deem them unnecessary and costly for the business.
- **Specialized services:** TPSS providers typically support customized code, modifications and unique product-specific requirements — and, in some instances, improved SLAs.
- **Customized agreements for shorter-duration terms:** Megavendor maintenance contracts typically require an annual commitment. TPSS providers are often willing to offer short-term and month-to-month support for special product-specific needs under customized service arrangements and contracts.
- **Leverage of lower-priced TPSS proposals:** TPSS services continue to threaten the software vendors' maintenance and support revenue stream. This enables procurement to use these lower-priced proposals for bargaining power when negotiating with some of these megavendors.
- **Service add-ons:** TPSS providers often deliver additional services such as product installations, bug finds and fixes, security patches and vulnerability protection, and performance tuning.

Market Description

This market covers six *independent* TPSS providers that offer technical support services to replace the maintenance and support programs from IBM, Microsoft, Oracle, SAP and VMware by Broadcom (see Figure 1). While TPSS vendors that have relationships with the software vendor are not covered in this Market Guide, they should be considered for support services as well (see [Market Guide for Microsoft Product Support Services](#)).

Figure 1: Six Independent TPSS Providers Offering Lower-Cost Software Support Solutions

Six Independent TPSS Providers Offering Lower-Cost Software Support Solutions



Source: Gartner
806392_C

TPSS alternatives offer cost-cutting and cost-avoidance opportunities for organizations to reduce current- and future-year operating expenditure (opex) and budget. Figure 2 illustrates examples of the key offerings and capabilities of the six independent TPSS service providers discussed in this guide. Evaluate these capabilities, further defined in the Market Introduction section, as part of the feasibility study. Doing so will identify cost-saving opportunities to reduce rising megavendor maintenance and support fees.

Figure 2: Examples of TPSS Providers' Service Offerings and Capabilities

Examples of TPSS Providers' Service Offerings and Capabilities

Source: Gartner
734399_C

Gartner

Market Direction

Gartner predicts that this market will continue to see the emergence of new independent TPSS providers and new and expanded service offerings from existing providers. The independent TPSS market continues to expand, as exemplified by the plethora of entrants into the independent TPSS market for VMware by Broadcom support – see the five vendors profiled in this Market Guide who offer VMware TPSS.

Market Analysis

Gartner's 2025 IT Key Metrics data shows that software is a significant spend across industries. It is the second-highest spend category over the five-year period of 2020 to 2024 (see Figure 36 in [IT Key Metrics Data 2025: Industry Measures – Executive Summary](#)). In organizations with significant megavendor software portfolios, lower-priced TPSS can offset a significant percentage of the year-over-year annual maintenance and support increases typically imposed by these software vendors.

When third-party support is a feasible alternative, the significant software maintenance and support cost reduction opportunity (typically considered an opex) can be a quick win. It can help limit budget inflation by minimizing the ongoing year-over-year software vendor maintenance and support increases that threaten organizations' cost-saving goals and initiatives.

Scenarios and Factors That Will Drive Continued TPSS Market Growth

The credible independent TPSS provider market remains relatively small. Although the number of providers is limited, most services offered are mature and continue to be enhanced and expanded to offer additional service categories (see the Market Introduction section for details on each provider's service offerings).

Several factors that will contribute to continued growth in the TPSS market are explained in the five scenarios below.

Scenario 1: Cloud Migrations

During a migration to cloud that entails phasing out some or all of the megavendor software portfolio, perpetual software licenses can continue to be used. This can occur when the customer-entitled version of the software can support the organization's needs until the cloud migration cutover date. The customer-entitled version is the last version that was announced and made generally available by the vendor when the end user terminated maintenance and support.

However, end users should make sure to access and review vendor website policies and read their contracts and support policy handbooks to verify there are no terms that contradict this standard support policy. When version upgrades are no longer needed during these cloud migrations, the TPSS providers can offer technical support for the customer-entitled version so organizations can realize the average 50% cost reduction noted above. This analysis should be part of the cloud migration planning checklist and total cost of ownership (TCO) analysis.

Scenario 2: Migration to Alternative Vendors or Solutions

When SPVM leaders select new vendors or alternate solutions to replace on-premises software products, they can analyze third-party support. From this analysis, they can determine if it's viable to use software with perpetual licenses under the customer-entitled version until (and past) the migration cutover date, as necessary. This TPSS option should be part of the organization's product replacement migration analysis and planning checklist.

Scenario 3: Low-Value Maintenance Evidenced by Low-Frequency Technical Support Tickets/Incidents

Often, one of the more significant cost-saving opportunities for the IT budget is found to be “hiding in plain sight.” With proper due diligence and analysis, SPVM leaders can identify low-value, low-incident software support costs that are often ideal candidates for TPSS services as a cost-effective alternative that can drive material savings.

Gartner recommends the historical analysis of all help desk and service desk technical support and incident tickets be conducted every six months. This analysis helps to determine the ROI of the value received versus the annual cost paid for the vendor maintenance and support service. It should include the frequency of support calls, type of support, severity level, resolution time and results, as well as incident ticket close data for each of the software products in your megavendor portfolios.

Scenario 4: End-of-Support Announcements or Notifications by Software Vendors

Older-version software may still be used to support certain applications but will no longer be supported by the megavendors without a customized support agreement and an additional fee. Evaluate TPSS services to support these older-version products, which is a standard service performed by most TPSS providers. Engaging a TPSS vendor in this scenario can result in an average 50% cost reduction from the current software vendor’s standard maintenance and support fees. Doing this also avoids the high customized professional service rates that software vendors typically charge after the end-of-support date. TPSS providers will typically commit to supporting older legacy software versions for 15 years — and in some cases, even longer.

Scenario 5: Absent or Expiring Maintenance Increase Caps for Price Protection in Contracts

At times, no price protection exists for ongoing maintenance and support in vendor contracts. In such cases, particularly with multiyear commitment contracts with three- to five-year terms (e.g., enterprise license agreements [ELAs], enterprise agreements [EAs] and unlimited license agreements [ULAs]), there is high risk of escalating maintenance and support costs or end-of-support announcements during the term. If there is no price protection language in your contract, or if the price increase cap is higher than the current consumer price index (CPI) rate, evaluate TPSS services to compare the pricing to that of the vendor renewal proposals. This should be done at least six to nine months before the multiyear contract expiration to ensure there is sufficient time to evaluate the TPSS services and pricing, and to give adequate notice to the incumbent provider.

Representative Vendors

The vendors listed in this Market Guide do not imply an exhaustive list. This section is intended to provide more understanding of the market and its offerings.

Vendor Selection

Six Independent Third-Party Support Providers for IBM, Microsoft, Oracle, SAP or VMware by Broadcom

The six TPSS providers selected for this Market Guide that offer independent TPSS for IBM, Microsoft, Oracle or SAP products are Origina, Park Place Technologies, Rimini Street, Spinnaker Support, Support Revolution and US Cloud (see Note 1).

Software and Regions These TPSS Providers Support

Table 1 provides detailed information on each third-party software support provider. Use this table in conjunction with the vendor profiles that follow to compare and contrast providers' offerings by the software vendors' products they support.

Table 1: Representative Vendors in Independent Third-Party Support for IBM, Microsoft, Oracle, SAP and VMware Software

(Enlarged table in Appendix)

TPSS provider	Software supported	Regions supported
Origina	IBM HCL Technologies VMware	Asia/Pacific EMEA North America
Park Place Technologies	IBM AIX Microsoft VMware	Asia/Pacific EMEA Latin America North America
Rimini Street	IBM Microsoft SQL Server Oracle SAP VMware	Asia/Pacific EMEA Latin America North America
Spinnaker Support	Oracle SAP VMware	Asia/Pacific EMEA Latin America North America
Support Revolution	Oracle SAP VMware	Asia/Pacific EMEA North America Latin America
US Cloud	Microsoft	Asia/Pacific EMEA North America

Source: Gartner (June 2025)

Note: This guide focuses on IBM, Microsoft, Oracle, SAP and VMware software only. The vendor profiles do not include service offerings by TPSS providers for other software.

Vendor Profiles

Origina

Corporate information and customer base:

- Company website: www.origina.com
- Headquarters: Dublin
- Fiscal year-end: 31 October
- Number of current customers: 199
- Certifications to international standards: ISO 27001:2022, Cyber Essentials, EcoVadis ESG rated

Overview: Origina is the leading third-party software support provider for IBM and HCLTech estates across distributed and mainframe environments and has recently added support for VMware by Broadcom.

Origina claims that some of the largest and most complex organizations rely on it as an alternative to avoid forced upgrades and obsolescence. Origina's 24/7 global support model is delivered by named, dedicated experts per product, which can result in faster resolution, deeper technical context, and sustained knowledge that can keep systems running securely and in compliance.

Origina has a contextual, risk-based approach that mitigates security threats using a defense-in-depth strategy that is aligned to NIST standards. Origina's Vulnerability Advisory Portal 2.0, an alternative CVE database-powered cyberthreat intelligence, minimizes risk for all supported technologies and product versions.

Origina also offers comprehensive licensing, audit defense and regulatory compliance services, including entitlement reviews, remediation planning, risk guarantees and audit response. This model helps modernize and maximize the longevity of IT assets, freeing resources from complex upgrade projects.

Origina's support and maintenance program includes the following value-added services in its standard support:

- Full support for all supported versions

- Interoperability certification
- Proactive, layered security services
- Product enhancements
- Meet-the-experts free consultancy workshops
- Licensing consulting
- Audit defense and compliance

Park Place Technologies

Corporate information and customer base:

- Company website: www.parkplacetechnologies.com
- Headquarters: Cleveland, Ohio, U.S.
- Fiscal year-end: 31 December
- Number of current customers: 21,500 overall, 1,000+ software supported
- Certification to international standards: ISO 27001/NIST 800-53 CSF 2.0/CMMC Compliance

Overview: Park Place Technologies is a global data center and networking optimization firm founded in 1991. It offers several software support services, including:

- VMware: vSphere – ESXi and vCenter, NSX, vSAN, Omnisys Horizon, Site Recovery Manager
- Microsoft Windows Server: 2003, 2008, 2008 R2, 2012, 2012 R2, 2016, 2019, 2022
- Microsoft SQL Server: 2000, 2005, 2008, 2008 R2, 2012, 2014, 2016, 2017, 2019
- Microsoft Exchange Server: 2007, 2010, 2013, 2016, 2019
- IBM AIX

Software Technical Support is designed to enhance internal monitoring and administration teams and provides a collaborative approach to review, advise and resolve software issues and compatibility problems on supported hardware.

Features include:

- Review configuration and log files related to software issues
- Software compatibility after hardware replacement
- Aggregates/file system-related issues
- Issues involving full internal file systems
- Assistance with firmware compatibility depending on the error and software life cycle
- Determining network connectivity issues within the server system
- Identifying host connectivity issues within the server system

Rimini Street

Corporate information and customer base:

- Company website: www.riministreet.com
- Headquarters: Las Vegas, Nevada, U.S.
- Fiscal year-end: 31 December
- Number of current customers: More than 3,000 active customers
- Certifications to international standards: ISO 27001:2022, ISO 9001:2015, GDPR Compliance, Approved IRS Software developer, Privacy Shield Certified, Cyber Essentials Certified, Crown Commercial Services Approved (RM3804 and G-Cloud), APEC Cross-Border Privacy Rules Certification, Agile Certified

Overview: Rimini Street offers support, optimization and innovation capabilities for:

- **Oracle:** Applications (excluding PeopleSoft), Oracle Database, Oracle Fusion Middleware, Oracle industry solutions

- **SAP:** Applications, databases, middleware, industry solutions
- **VMware:** vSphere, Workstation, VMware vRealize/VMware Aria, NSX, vSAN, Site Recovery Manager, Omnisia Horizon, Workspace ONE, Tanzu Platform
- **IBM:** Applications, database, middleware
- **Microsoft SQL Server**

Services include:

- More than 1,220 global engineers operating 24/7 in more than 160 countries and territories
- Global tax and regulatory compliance services providing technology scoping from more than 5,300 government sites, 3,500 sources and 26,000 jurisdictions
- Break-fix and customization support
- Archiving
- SLAs
- Average response less than two minutes for P1 cases
- Assigned primary support engineer averaging more than 20 years' experience
- Proprietary AI, reducing resolution times

Additional services:

- ERP AI and transformation services through ServiceNow partnership.
- Rimini Manage: Managed services for application, database and technology featuring unlimited service ticket requests
- Rimini Protect: 80+ global security experts providing solutions, managed services, assessments and implementations; multiple certifications and exclusive VMware and database solutions
- Rimini Connect: Managed patented interoperability solutions for browsers and OS, Java and email
- Rimini Watch: Observability solutions including monitoring and health checks

- Rimini Consult: Providing implementation, configuration, migration, staff augmentation and more
- Rimini Custom: Expanded support to a broader portfolio of software
- Rimini ONE: End-to-end solution providing a comprehensive set of unified, integrated support, managed and professional services

Spinnaker Support

Corporate information and customer base:

- Company website: www.spinnakersupport.com
- Headquarters: Greenwood Village, Colorado, U.S.
- Fiscal year-end: 31 December
- Number of current customers: 1,300+
- Certifications to international standards: ISO 27001:2022, ISO 9001:2015, Cyber Essentials, Privacy Shield.

Overview: Founded in 2008, Spinnaker Support delivers global, independent third-party software support for Oracle, SAP and VMware, along with managed services and cloud solutions for Oracle and SAP.

Spinnaker provides technical support across the following range of enterprise applications and technologies:

- **Oracle:** Oracle Database, Oracle Fusion Middleware, Oracle E-Business Suite, JD Edwards EnterpriseOne, Oracle Siebel CRM, Agile PLM, Oracle ATG Web Commerce, Oracle Endeca, Oracle Demantra, Hyperion, retail, telecom and banking vertical solutions, as well as select Oracle-PeopleSoft modules and managed services for Oracle.
- **SAP:** SAP Business Suite and applications, SAP databases and technology, BI components, and Sybase ASE/SAP Adaptive Server Enterprise (SAP ASE). Spinnaker Support also provides managed services for SAP. New features offered include Spinnaker Shield, Spinnaker Link and Spinnaker Intelligence.

- **VMware:** vSphere (ESXi and vCenter), VMware vSan, vRealize Suite, Site Recovery Manager, NSX and VMware Cloud Director.

Standard support includes:

- Break/fix for standard and custom code
- Spinnaker Shield (security and vulnerability)
- Spinnaker Intelligence (AI-assisted triage and ticket resolution)
- Spinnaker Link (interoperability services)
- Advisory services, archiving, and global tax and regulatory compliance

Spinnaker Support also offers managed services, including security, CRM to ERP integration, multi- and hybrid cloud support, and proactive monitoring through Spinnaker Detect.

Support Revolution

Corporate information and customer base:

- Company website: www.supportrevolution.com
- Headquarters: Berkshire, U.K.
- Fiscal year-end: 31 May
- Number of current customers: 342
- Certifications to international standards: ISO 27001:2022, ISO 9001:2015, Cyber Essentials

Overview: Support Revolution, founded in 1998, a former Oracle and SAP partner, offers software support services for:

- Oracle products, including Oracle Database, PeopleSoft, Oracle E-Business Suite, Oracle Fusion Middleware, Oracle Exadata, Hyperion, JD Edwards EnterpriseOne, Primavera on-premises products, Oracle Siebel CRM, Fusion Middleware

- SAP products, including Business Suite, SAP S/4HANA, SAP HANA database, Sybase, and SAP BusinessObjects Business Intelligence suite. VMware products, including vSphere, ESX, ESXi, vCenter
- Support Revolution offers support for Oracle, SAP, and VMware, including database, application and security managed services, plus hosting in Amazon Web Services (AWS), Microsoft Azure, Google Cloud and other clouds. Support Revolution delivers global tax and regulatory compliance services within the standard service offering at no additional charge.

Support Revolution provides response and resolution service-level agreements and offers value-added services such as facilitating customer cloud migrations from existing on-premises or hosted service providers as part of a comprehensive managed service. For an additional charge, it also offers a full range of implementation, change management and advanced security solutions.

Support Revolution engages closely with existing strategic system integration (SI) partners to streamline integration and fast-track the delivery of their services.

US Cloud

Corporate information and customer base:

- Company website: www.uscloud.com
- Headquarters: St. Louis, Missouri, U.S.
- Fiscal year-end: 31 December
- Number of current customers: 388 customers that have fully replaced Microsoft Unified with US Cloud support
- Certifications to international standards: ISO 27001:2022

Overview: US Cloud was founded in 2017 as a replacement to Microsoft Premier Support for Enterprise/Unified enterprise-level support. Its sole focus is on Microsoft support and providing 24/7 support for all Microsoft products on tickets of all severities. US Cloud indicates it can save customers 30% to 50% on their Microsoft Unified bill, as it charges based on the required support, not as a factor of licensing/users/Azure spend.

US Cloud indicates that its L2/L3/L4 engineers average over 14 years of Microsoft experience, and deliver both proactive and reactive break-fix support (problem resolution support [PRS]) backed by SLAs that include a 15-minute initial response time. While it offers customers an escalation path to Microsoft for back-end or tenant-level cases, it claims to solve 80% of all tickets in-house.

US Cloud's proactive services include advisories, system health checks, security assessments, migration support and consulting from enhanced designated engineers (EDEs), formerly designated support engineers (DSEs). It claims that its Microsoft Azure cost optimization program has delivered significant six- to seven-figure cloud savings, and that it has replaced Microsoft Unified Support for hundreds of companies worldwide, including many of the world's largest enterprises.

Market Recommendations

Five Steps to Evaluate TPSS Provider Offerings and Capabilities

Those looking to evaluate TPSS offerings and engage with these providers should take the following steps to identify the viability of third-party support as well as conduct a risk-benefit assessment.

Step 1 — Assess TPSS Feasibility

Use the five scenarios described in the Market Analysis section as a guide to determine whether TPSS is a viable alternative for your organization.

Step 2 — Use RFPs for Detailed Services and Pricing Proposals

Send RFPs to the TPSS providers referenced in this Market Guide to request their list of services and pricing. The RFP should request the specific support requirements that align with your organization's solution needs for each software product in your megavendor software portfolio(s).

Step 3 — Conduct a TPSS Risk-Benefit Assessment With IT and Key Stakeholders

Evaluate the TPSS services and pricing for a risk-benefit assessment to determine whether:

- TPSS aligns with your short- and long-term technology strategy. Also, determine the role these five megavendors' software products play in your technology roadmap.
- Your software security requirements are aligned with what the TPSS provider can deliver.

- The three- to five-year plan for your software can be supported with the versions you are entitled to download. Install these before you cancel the megavendors' maintenance and support. Map the upgrade path and needs for each product that is a TPSS candidate. Know the version you have installed today and the version you will be entitled to use when you cancel vendor maintenance and support. Use this data in your risk-benefit analysis.
- The TPSS provider's support services meet your requirements compared to those you are entitled to receive as detailed in your software vendor support policies, handbooks and contracts. Thoroughly review each software vendor's maintenance and support terms and website policies to ensure you understand special entitlements or use of tools that are contingent upon renewing annual maintenance such as SAP Solution Manager. ¹ Assess any risk if you no longer have access to or use rights for these entitlements or tools.
- The TPSS provider's support services match the typical types of help desk and service desk incident tickets that have been submitted over the past 12 to 24 months in your organization.
- You are at risk if you plan to cancel a portion of your support quantities while you evaluate the TPSS services. A "trial" period to determine the TPSS provider's capabilities is recommended. However, it is important to engage your legal counsel to review governing agreement and transaction documents to understand the vendor maintenance cancellation terms and policies. For example, IBM's International Passport Advantage Agreement stipulates an "all or none" subscription and support requirement, which would create noncompliance for a partial quantity cancellation of support. ² Note that Microsoft, Oracle and SAP have similar requirements.
- Engage the TPSS provider to explain and document its policy in the event unexpected events or situations occur, resulting in the need to return to the OEM and reinstate support. This should also be negotiated and included as a term in your MSA with the TPSS provider.
- Your compliance and audit-readiness position is strong, as canceling the software vendor maintenance and support can heighten the audit risk and, with some vendors, can even trigger a software audit when the long-term maintenance and support revenue stream is threatened.

Step 4 – Request and Contact Relevant References

Request at least three relevant references (similar-size enterprise and environment) from the TPSS providers that you are considering, and contact them to discuss their experiences and satisfaction with the specific TPSS provider(s). Ask the reference what, if anything, they would have done differently if they had to evaluate and select a TPSS provider again. This will help you gain additional insights and/or context to move forward. Use Gartner's Peer Connect service to identify other Gartner clients that have inquired about TPSS as an alternative to either one or all five megavendor software products.

Step 5 – Arrange No-Charge Pilot Programs to Evaluate and Test TPSS Capabilities

Select three to five key products to arrange a 60- to 90-day no-charge pilot program to evaluate and trial the TPSS service as a proof-of-concept engagement. To determine a successful POC, take the following actions to help you make your TPSS “go/no-go” decision:

- Evaluate technical support expertise and capabilities across different products.
- Measure response time and problem resolution rate.
- Demonstrate that the TPSS provider's capabilities can meet special or unique support requirements for a particular product or application.

Evidence

For this research, Gartner conducted briefings with TPSS providers and reviewed customer inquiries and interviews conducted with reference customers. These consistently reveal that the typical selling price for services that include software break-fix and scheduled regulatory updates is about 50% of what the software publisher is currently charging the customer for product maintenance and support services. This selling price may be discounted on some occasions.

¹ [SAP Enterprise Support](#), SAP. Refer to Section 2.4.6 of the agreement, which states: “In the event Licensee terminates SAP Enterprise Support, Licensee's use of SAP Solution Manager Enterprise Edition under SAP Enterprise Support shall cease.”

² [Passport Advantage Agreements](#), IBM. See Section 3.8, IBM Software Subscription and Support, which states:

“If Client elects to continue IBM Software Subscription and Support for an IBM Program at a designated Client Site, Client must maintain IBM Software Subscription and Support for all uses and installations of the IBM Program at that Site.”

"If Client requests to renew expiring IBM Software Subscription and Support at a lesser quantity of IBM

Program uses and installations than the expiring quantity, Client must provide a report that verifies current

IBM Program usage and installation, and may be required to provide other compliance verification

information."

Note 1: Representative Vendor Selection

The six vendors in this guide offer independent TPSS for IBM, Microsoft, Oracle, SAP and VMware by Broadcom. An independent TPSS provider is one that offers commercialized independent support with no relationship with the OEM/ISV. The provider is not an authorized channel partner. The provider has no relationship with the OEM/ISV and, as a result, cannot access intellectual property, software updates, firmware updates and security advisories, or obtain OEM/ISV Level 3 or backline support.

Recommended by the Authors

Some documents may not be available as part of your current Gartner subscription.

[IT Key Metrics Data 2023: Industry Measures – Executive Summary](#)

[How to Cut Software and Cloud Costs and Quickly Improve Cash Flow in Times of Crisis](#)

[How CIOs Can Use Gartner's S-A-V-E Methodology to Launch and Sustain IT Cost Optimization Programs](#)

[Toolkit: Optimize Your Software Audit Process and Results](#)

[How to Mitigate Cost and Risk During a Software Audit](#)

[Quick Answer: What Roadblocks Need to Be Evaluated if Considering a Move to Third-Party Software Support?](#)

[Top 10 Gotchas When Licensing Oracle Software and SaaS](#)

© 2025 Gartner, Inc. and/or its affiliates. All rights reserved. Gartner is a registered trademark of Gartner, Inc. and its affiliates. This publication may not be reproduced or distributed in any form without Gartner's prior written permission. It consists of the opinions of Gartner's research organization, which should not be construed as statements of fact. While the information contained in this publication has been obtained from sources believed to be reliable, Gartner disclaims all warranties as to the accuracy, completeness or adequacy of such information. Although Gartner research may address legal and financial issues, Gartner does not provide legal or investment advice and its research should not be construed or used as such. Your access and use of this publication are governed by [Gartner's Usage Policy](#). Gartner prides itself on its reputation for independence and objectivity. Its research is produced independently by its research organization without input or influence from any third party. For further information, see "[Guiding Principles on Independence and Objectivity](#)." Gartner research may not be used as input into or for the training or development of generative artificial intelligence, machine learning, algorithms, software, or related technologies.

Table 1: Representative Vendors in Independent Third-Party Support for IBM, Microsoft, Oracle, SAP and VMware Software

TPSS provider	Software supported	Regions supported
Origina	IBM HCL Technologies VMware	Asia/Pacific EMEA North America
Park Place Technologies	IBM AIX Microsoft VMware	Asia/Pacific EMEA Latin America North America
Rimini Street	IBM Microsoft SQL Server Oracle SAP VMware	Asia/Pacific EMEA Latin America North America
Spinnaker Support	Oracle SAP VMware	Asia/Pacific EMEA Latin America North America
Support Revolution	Oracle SAP VMware	Asia/Pacific EMEA North America Latin America
US Cloud	Microsoft	Asia/Pacific

EMEA
North America

Source: Gartner (June 2025)