

# TekTrakker® Reports

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## Hardware reliability comparisons, benchmarks and monitoring



### July Issue - Focus on Laptops

Everyone fears losing valuable data if their laptop breaks down. Current data shows that conventional wisdom that all laptops are equally "good" is a myth. TekTrakker has illuminated wide differences with major impacts on costs and risks to laptop users.

How does your equipment stack up? Can you begin to calculate your failure rate?

#### " Failure Rate" MTBF in months

Range:

Poor Performers.....**35** months

Best Performers.....**107** months

Average for Tier 1..... **61** months

Data above is extracted from the TekTrakker® database and reflects field experience reported by users. Details regarding particular models, further parts details, and comparisons to your enterprise are exclusive to members of a TekTrakker Data Cooperative. For further information please visit us at [www.tektrakker.com](http://www.tektrakker.com)

How Good is Your Hardware? Did you contract for the most cost-effective repair and warranty programs? How long is the actual useful life of your equipment?

These questions and many others can be continuously and effectively answered by joining a product or industry specific Data Cooperative to "Share and Compare". Bring reliability and repair requirements into all evaluations for improved TCO, ROI, and peace of mind.

### Laptops – Current Failure Rates

The charts below shows the current state of laptop failure rates and parts percentages as reported to TekTrakker as of the end of June, 2009

The users with the Best laptops experience only 29 hard drive failures per year – compared with the worst laptops causing 120 hard drive repairs (fully 5 times as many) which are the most likely to cause severe data loss.

Data shown is only a tiny fraction of the details available.

### Turning Failure Rate in Cost and Risk

#### Use Failure Rate to project Repairs per 1000 laptops per Year

Average Laptops: **196** repairs per year

Best Laptops: **112** repairs per year  
26 % hard drives (29)  
32 % system boards (36)

Worst Laptops: **343** repairs per year  
35% hard drives (120)  
21% system boards (72)