

The Real Cost of Grey Market Equipment

What is Grey Market Equipment?

Grey-market equipment refers to equipment purchased from sources other than vendors who are officially authorized by the manufacturer. This includes used equipment, equipment purchased on auction sites, and equipment purchased on your behalf from sources other than officially designated vendors.

Risks

1. **No Guarantee of Quality** — Official, recognized vendors only sell manufacturer-licensed equipment. Equipment purchased from other sources may not even be what you think you're buying, as there is no oversight.
2. **No Guarantee of Security** — Equipment purchased elsewhere could have malicious software or backdoors installed that the end user is completely unaware of until it's too late.
3. **No Support** — If you purchased your equipment from an authorized vendor, part of their agreement with the manufacturer involves at least some level of support. Equipment purchased elsewhere is completely unsupported by the legitimate manufacturer.
4. **Non-Standard Configuration** — Equipment purchased through a manufacturer-approved channel will be sent in a standard configuration that in-house professionals are familiar with and can manage. Equipment purchased elsewhere may be configured differently, which could cause major problems in the environment where it's installed.
5. **Overall Price Increase** — By circumventing the approved supply chain, overall costs rise because both vendors and manufacturers must maintain profitability. If vendors are not profitable, they will go out of business, eliminating competition and driving up prices.

How to protect your organization

1. Get multiple quotes and be wary of deals that seem too good to be true.
 - a. If one vendor is substantially less expensive than another (more than 30-40%) that may cause concern.
2. Only purchase from authorized vendors who are listed by the manufacturer.
3. Request serial numbers for any equipment you purchase and check them with the manufacturer directly.
4. Request sourcing documentation from vendors.
5. Carefully review warranties, packaging, and documentation. It should all be written in English and be verifiable with the manufacturer.



NH Municipal Cyber Defense Program

The New Hampshire Municipal Cyber Defense Program (MCDP), managed by The ATOM Group, is a key initiative for enhancing New Hampshire's Cybersecurity Defense Services. Funded by the NH Department of Information Technology and the State and Local Cybersecurity Grant Program, it aims to protect public trust in technology by providing comprehensive Cybersecurity training.

The MCDP is critical to New Hampshire as it enhances cybersecurity readiness across municipal and public sector entities. This program stands out because it is customized based on the municipality's type, job description, and organization's existing cybersecurity readiness.

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