



# XSi Overview

## Independent IT Hardware Maintenance

### Original Equipment Manufacturers Supported

#### Networking Products

(End-of-Support, End-of-Software Maintenance, End-of-Life)

- Cisco
- Juniper
- Riverbed
- Extreme
- F5 Networks
- Brocade
- Supporting more networking OEMs than any other independent provider

#### Server Products

(post-warranty, EoS, EoL)

- SGI/HPE
- Cisco UCS
- Dell
- HPE
- IBM
- Lenovo
- Oracle/Sun

#### Data Storage Products

(post-warranty, EoS, EoL)

- Dell/EMC
- NetApp
- HPE
- IBM
- Hitachi Data Systems

## XSi

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Ph: +1-770-824-3453 (International)  
[www.xsnet.com](http://www.xsnet.com)



#### Flexible Service Options:

Decide what coverage days & times are needed for your equipment



#### Independent Hardware Maintenance:

Choose service options other than the manufacturer



#### No-Risk Service Assessment:

Discover what service and cost problems can be solved



IT Maintenance & Ingenuity



#### More Money in your Budget:

Save significantly, reductions averaging 60+% are typical



#### High Quality Standards:

ISO9001:2015 Certified for Product Resale, SAE AS5553 compliant and Gartner recognized

## About Us

Discovering IT cost containment potential within your IT infrastructure and hardware maintenance support models. Then, delivering custom solutions! That's XSi in simplest terms. Founded in 1990 and recognized by Gartner, XSi helps your team deploy a hybrid hardware support model to save important hardware OpEx budget dollars – which are often re-purposed for more important business initiatives. All XSi team members collaborate with each client to establish custom solutions that positively impact OpEx, CapEx (Capital Expense), efficiency, labor and a remarkable level of assurance.

## Hardware Service Features & Options

- No Forced Tech Refresh: Support for post-warranty, End-of-Support, End-of-Software or End-of-Life hardware
- Focused on Quality/Security: Multiple certifications to ensure highest standards and controls
- Ready in Advance: Robust parts-sparing model with proven logistics and 600+ forward stocking locations
- 24x7x365 Techs: TAC (CCIE & CCNA) team and fully-cleared field staff for onsite break/fix support
- Ongoing & Proactive: Lifecycle Management guidance from Configuration Management Database (CMDB)
- Compliance: First to offer service ensuring 100% Cisco entitlement compliance, while reducing SMARTnet costs
- Project Support: On-demand tech expertise with XSi SmartHands or IMAC (installs, moves, additions, changes) services

## Benefits of XSi Independent Support to Your Team

- IT Procurement can proactively drive down OpEx AND reduce CapEx – providing more control of your money.
- Post-warranty assets have often reached “stable state,” and IT staff can dedicate more time to key business drivers, as opposed to chasing the bugs of new data center hardware.
- Critical vs. Non-Critical Assessments create the cost-saving rationale for, and the ability to quantify the value of choosing pre-owned servers, storage, and networking assets.
- Having any post-warranty hardware creates the cost-saving rationale for, and the ability to quantify OpEx savings by using an Independent Support Provider.
- Not all expensive tech refreshes are mandatory. Instead, you have the luxury of keeping older hardware for as long as it operates, or is of value within your unique environment!

## Networking Hardware Maintenance

**To View a Complete Products Supported List, [Click Here](#)** to view an up-to-date list at our website. With guidance from XSi tech experts, and an asset assessment, a collaborative process helps identify networking hardware that can be moved to lower-cost, independent maintenance from XSi. We also offer 100% entitlement compliance, designed self-sparing models, inventory management with forward stocking locations, IMAC/SmartHands and secure IT Asset Disposition (ITAD) services for current network maintenance clients.

- 24x7x365 access to XSi AdvancedTACSM OEM-certified (Original Equipment Manufacturer) technicians.
- No-Wait-Service<sup>SM</sup> – support coverage guarantee for assets awaiting a formal addition to the contract.
- IT Asset Management Best-Practice Leadership:
  - Progressive, Just-in-Case (vs. Just-in-Time) parts sparing.
  - Custom-designed self-sparing models.
  - Inventory management/logistics from XSi forward stocking locations.
  - Configuration Management Database (CMDB) – Asset tracking with key milestone dates for entire install base, and customized reporting.

## Server & Storage Hardware Maintenance

**To View a Complete Products Supported List, [Click Here](#)** to view an up-to-date list of servers supported or **[Click Here](#)** to view an up-to-date list of storage support. Which hardware assets are eligible for XSi independent support? Certainly, any hardware that has reached or about to reach announced EoL or EoS milestone dates are perfect for lower-cost XSi support. However in many instances, most all hardware that have reached post-warranty status and are in or near “stable state (with respects to patch updates),” may also be eligible for XSi maintenance.

- 24x7x365 Call Center (US-based) and incident ticket portal.
- Multi-OEM trained, cleared field engineers backed by L3/L4 tech expertise.
- No-Wait-Service<sup>SM</sup> – support coverage guarantee for assets awaiting a formal addition to the contract.
- IT Asset Management Best-Practice Leadership:
  - Progressive, Just-in-Case (vs. Just-in-Time) parts sparing.
  - Custom-designed sparing models to match chosen SLAs (Support Level Agreements).
  - CMDB – Asset tracking with key milestone dates for entire install base, and customized reporting.
  - Call-home technology available on call-home capable servers.

## XSi Certifications

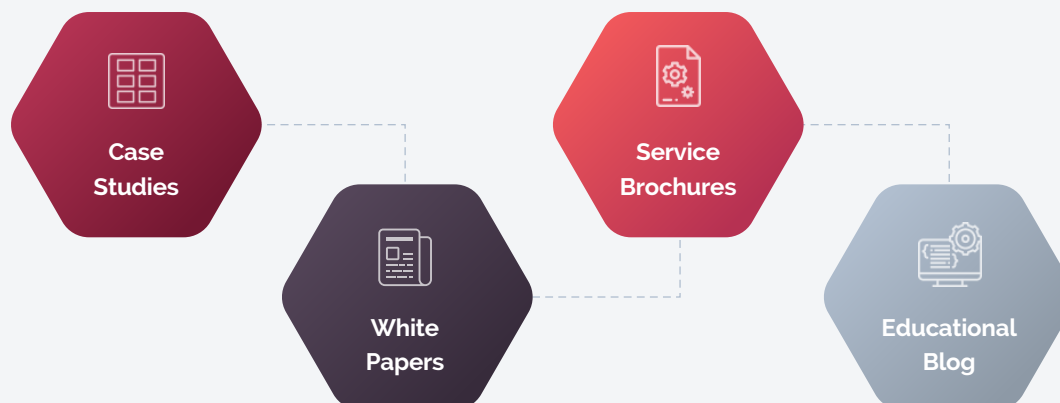
XSi supports the most discerning and security-sensitive enterprise IT departments in the world, which includes: the US federal government, healthcare, financial & banking, etc.

- XSi is ISO9001:2015 Certified for Product Resale
- Meets SAE AS5553 Standards (Counterfeit Electronic Parts Compliant)
- NIST SP 800-171 Compliant
- Member of GIDEP
- NIST 800-88 Wiping Standard
- GSA Schedule 70 SIN 132-12 valid through 9/3/2022
- Federal Prime Contractor since 1992
- Trusted supplier to DOD (Audited by U.S. Navy) and all of the Top 10 Federal Systems Integrators
- Committed to OEM entitlement compliance. Be sure to check out **XSi Cisco Lifecycle & Asset Assurance!**

## XSi Clients Include



## Helpful XSi Resources



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