

Independent Cisco Hardware Maintenance Solutions from XSi

Which assets are eligible for XSi's Cisco networking hardware maintenance and independent IT network support? XSi provides an easy-to-deploy Cisco Networking Hardware Asset Management Assessment to readily identify networking assets which receive free Cisco OS updates or are past (or approaching) key milestone dates (EoS_W, EoL or EoS). Assessment results help XSi network support product managers lead a consultative dialogue with your team so per asset eligibility decisions are fully understood and agreed upon.

Our detailed Cisco networking quoting tool is available to anyone prepping for their Cisco SMARTnet renewal. Rather than waiting weeks for your VAR to return pricing needed for budget planning, a quote from XSi always includes a preview of current Cisco SMARTnet pricing, which is 98% accurate. This Cisco networking pricing preview isn't provided by most other independent maintenance providers.

XSi's Cisco Maintenance Features

- 24x7x365 Call Center (US-based), access to XSi AdvancedTACSM OEM-certified technicians and case management portal powered by ServiceNow.
- 100% Sparing methodology ensures XSi always has the right part in the right place to meet your SLA requirements.
- Support offerings enable XSi to support a higher percentage of your asset base than our competitors
- No-Wait-ServiceSM – support coverage guarantee for assets awaiting a formal addition to the contract
- Proactive integration of upgrades as older models fail
- Global presence of Multi-OEM certified field engineers backed by L3/L4 tech expertise
- IT Asset Management Best-Practice Leadership
 - Custom-designed sparing models to match chosen SLAs
 - CMDB – Asset tracking with key milestone dates for entire installed base, and customized reporting
 - Chain-of-custody data for all supported and spared assets
- XSi can provide Professional Services:
 - Project-based SmartHands or IMAC (Installs, Moves, Adds, Changes), as requested, for any of these assets. No Project is too large or too small
 - R2v3 certified and secure IT Asset Disposition (ITAD) services, available in North America, EMEA, LATAM and APAC regions.



XSi Benefits

- Average 60-80% savings for all eligible Cisco enterprise networking hardware assets, no sacrifice to: current SLAs, access to Technical Assistance or access to software updates.
- Sensitive to entitlement risk? Check out [XSi's Cisco Lifecycle & Asset Assurance](#) program
- Independent Cisco maintenance from a 30-year provider known for hardware maintenance and service quality thought leadership
- ISO 9001:2015 certified for Product Resale, meets SAE AS5553 Standards
- Trusted support provider to 42 federal agencies, including DOD
- Custom SLAs and SLA guidance to balance criticality with cost savings
- Proven supply chain experience leveraging our global network of Forward Stocking Locations
- CMDB with milestone date alerts so assets can be efficiently moved to less expensive independent support
- Ongoing consultation – a real, two-way partnership

Cisco Hardware Supported

The XSi Supported Products List is frequently updated throughout the year and kept current at the XSi website. Links listed below serve readers by taking them directly to product tables of interest:

- [Cisco Network Devices](#) (click link) XSi Supports
- [Cisco Server Models](#) XSi Supports
- [Cisco Storage Models](#) XSi Supports

XSi Cisco Maintenance & SLAs

Maintenance for Cisco Networking Products				
XSi Proactive Care:	4-hour Onsite	NBD Onsite	4-hour Parts	NBD Parts
24x7 Technical Support Service	Yes	Yes	Yes	Yes
Fully-Tested OEM Parts Replacement (TAA compliant)	Yes	Yes	Yes	Yes
Defective Media Retention (DMR)	Yes	Yes	Yes	Yes
Local Sparing Option for Parts and Complete Systems	Yes	Yes	Yes	No
Software Support and Recommendations (same software entitlements as Cisco service)	Yes	Yes	Yes	Yes
Onsite Cisco-Certified Field Technician	Yes	Yes	No	No
Security-Cleared Field Technician Option for Required Contracts	Yes	Yes	No	No
24x7 Self Service Portal – Case Management	Yes	Yes	Yes	Yes
Managed Maintenance and Support	Yes	Yes	Yes	Yes
Service Now Policy	Yes	Yes	Yes	Yes
Ship Now Policy	Yes	Yes	Yes	Yes
Coterminous Additions and Deletions	Yes	Yes	Yes	Yes
Support Past Cisco End-of-Support Dates	Yes	Yes	Yes	Yes

Requests for customized SLAs are always welcomed. We have a team of Cisco-certified engineers (including CCIE, CCNP, CCNA and CCDP) providing 24x7x365 onsite and backline support coverage via the XSi Technical Assistance Center (TAC).

XSi Severity Matrix

XSi’s TAC allocates resources to each incident based on the client-defined severity.

		XSi Severity Levels Defined Consistently with ITIL Standards		
		Low	Medium	High
Impact	Urgency	A minimal number of staff are affected and/or able to deliver an acceptable service but this requires extra effort.	A moderate number of staff are affected and/or not able to do their job properly.	A large number of staff are affected and/or not able to do their job.
		A minimal number of clients are affected and/or inconvenienced but not in a significant way.	A moderate number of clients are affected and/or inconvenienced in some way.	A large number of clients are affected and/or acutely disadvantaged in some way.
		There is no financial impact.	There may be a financial impact.	There is a financial impact.
		The damage to the reputation of the business is likely to be minimal.	The damage to the reputation of the business is likely to be moderate.	The damage to the reputation of the business is likely to be high.
Low	The damage caused by the incident only marginally increases over time.	Priority 5 - No Impact	Priority 4 - Impacted System Up and Data/ Process Accessible	Priority 3 - Degraded System up with workaround available
	Work that cannot be completed by staff is not time sensitive.			
	No mission critical process impacted.			
Medium	The damage caused by the incident increases considerably over time.	Priority 4 - Impacted System Up and Data/ Process Accessible	Priority 3 - Degraded System up with workaround available	Priority 2 - Degraded System Up and No Acceptable Alternative is possible
	Work that cannot be completed by staff is moderately time sensitive.			
	A single or more mission critical process is intermittently affected.			
High	The damage caused by the incident increases rapidly.	Priority 3 - Degraded System up with workaround available	Priority 2 - Degraded System Up and No Acceptable Alternative is possible	Priority 1 - Critical Total Loss
	Work that cannot be completed by staff is highly time sensitive.			
	A single or more mission critical process is completely down.			

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About XSi

Founded in 1990 and recognized by Gartner, XSi helps companies with their IT Lifecycle Services and Support. Services begin with the installation of new technology as well as de-installation, moving, consolidating, onsite disk wiping & destruction, IT Asset Disposition (ITAD) of legacy equipment, including resale or recycling. In addition, XSi provides lower-cost, Third Party Hardware Maintenance for installed models and extends the life of legacy, enterprise-brand servers, storage, network hardware and other devices, including UPS systems and supercomputers. XSi sells to federal agencies, System Integrators, Global 2000 Enterprises, OEMs, distributors, channel clients and partners. XSi is ISO9001:2015 Certified, with additional certifications soon to be announced.