Independent IBM Server Maintenance Solutions from XSI

IBM servers generally become available for lower-cost XSi maintenance following warranty expiration, or when the manufacturer provides End-of-Life (EoL) announcements. For these post-warranty IBM server assets, cost-savings typically run 60-80% lower than OEM pricing, without sacrifice to service quality. Hardware maintenance agreements can be directly purchased by commercial entities or Federal entities via Carahsoft, our federal distributor.

XSi's IBM Server Maintenance Features

- 24x7x365 Call Center (US-based) and case management portal powered by ServiceNow.
- Global presence of Multi-OEM trained, cleared field engineers backed by L3/L4 tech expertise
- No-Wait-Service^{SM} – support coverage guarantee for assets awaiting a formal addition to the contract
- Onsite stocking is provided at no extra charge, if warranted by SLA
- Defective Media Retention is included in all contracts
- IT Asset Management Best-Practice Leadership
  - Progressive, Just-in-Case (vs. Just-in-Time) parts sparing
  - Custom-designed sparing models to match chosen SLAs
  - CMDB – Asset tracking with key milestone dates for entire install base, and customized reporting
- For servers which provide native notification capability, re-routing is possible, simple-to-deploy and included in the on-boarding process.
- 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+% savings for all eligible IT servers
- Independent server 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

IBM Server 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:

- [IBM Server Models](link) (click link) XSi Supports

XSi IBM Maintenance & SLAs

Multi-Vendor Maintenance for Server Products				
XSi Proactive Care:	4-hour Onsite	NBD Onsite	4-hour Parts	NBD Parts
24x7 Technical Support Service	Yes	Yes	Yes	Yes
Onsite OEM-Certified Field Technician	Yes	Yes	No	No
Security-Cleared Field Technician Option for Required Contracts	Yes	Yes	No	No
Fully-Tested OEM Parts Replacement (TAA compliant)	Yes	Yes	Yes	Yes
Keep Your Hard Drive Service (KK)	Yes	Yes	Yes	Yes
Local Sparing Option for Parts and Complete Systems	Yes	Yes	Yes	No
Firmware and Software Revision Recommendations	Yes	Yes	Yes	Yes
24x7 Self Service Portal – Case Management (via ServiceNow)	Yes	Yes	Yes	Yes
Managed Maintenance and Support	Yes	Yes	Yes	Yes
Optional Remote Monitoring with Proactive Alert Notification	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 OEM End-of-Support Dates	Yes	Yes	Yes	Yes

Requests for customized SLAs are always welcomed. XSi has a team of IBM-certified engineers (including L1, L2, L3/4 experts) providing 24x7x365 onsite and backline support coverage via the XSi Call Center.

XSi Levels of Support

XSi Incident Resolution Management	
LEVEL OF SUPPORT	SERVICE DELIVERY EXPECTATION
1st	Register and classify received Incidents and to undertake an immediate, remotely delivered, effort to resolve service interruptions as quickly as possible within agreed upon SLA's. If it becomes clear that no solution or work around can be achieved or when resolution target times are in jeopardy of exceeding, 1st Level Support will transfer the Incident to Specialists in our L2 technical support teams.
2nd	Resolve service interruptions by leveraging product training, experience, and tools. Communicates directly with our clients to coordinate the dispatching of a trained Field Technician and/or replacement parts as required. If required, 2nd Level Support will escalate the Incident to our L3 product Subject Matter Experts (SMEs).
3rd	OEM trained product champions, the SME's leverage many years of product hardware and software experience to resolve and recover from service interruptions. This team of experts assume leadership over all XSi corporate internal and external resources in effort to expedite incident resolution and RCA.

XSi Severity Matrix

XSi Severity Level Defined Consistently with ITIL Standards

Urgency / Impact		Low	Medium	High
Impact		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. Work that cannot be completed by staff is not time sensitive. No mission critical process impacted.	**Priority 5** – No Impact	**Priority 4** – Impacted System Up and Data/Process Accessible	**Priority 3** – Degraded System up with workaround available
Medium	The damage caused by the Incident increases considerably over time. Work that cannot be completed by staff is moderately time sensitive. A single or more mission critical process is intermittently affected.	**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
High	The damage caused by the Incident increases rapidly. Work that cannot be completed by staff is highly time sensitive. A single or more mission critical process is completely down.	**Priority 3** – Degraded System up with workaround available	**Priority 2** – Degraded System Up and No Acceptable Alternative is possible	**Priority 1** – Critical Total Loss

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.