

## Independent NetApp Storage Maintenance Solutions from XSi

NetApp storage hardware 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 NetApp storage 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 NetApp Storage 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 with ASE2 & ASE3 Certifications
- No-Wait-Service<sup>SM</sup> – 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 and storage systems 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 storage hardware
- 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

### NetApp 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:

- [NetApp Storage Models](#) XSi (click link) Supports



**XSi NetApp Maintenance & SLAs**

<b>Multi-Vendor Maintenance for Data Storage Products</b>				
<b>XSi Proactive Care:</b>	<b>4-hour Onsite</b>	<b>NBD Onsite</b>	<b>4-hour Parts</b>	<b>NBD Parts</b>
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 NetApp-certified engineers (including L1, L2, L3/4 experts) providing 24x7x365 onsite and backline support coverage via the XSi Call Center.

**XSi Levels of Support**

<b>XSi Incident Resolution Management</b>	
<b>LEVEL OF SUPPORT</b>	<b>SERVICE DELIVERY EXPECTATION</b>
1 <sup>st</sup>	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.
2 <sup>nd</sup>	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, 2 <sup>nd</sup> Level Support will escalate the Incident to our L3 product Subject Matter Experts (SMEs).
3 <sup>rd</sup>	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.

