

## Independent Riverbed Hardware Maintenance Solutions from XSi

XSi can support Riverbed network hardware based on several factors like OEM-announced End of Support dates, OEM software availability policies, software stability, or other factors. XSi's Proprietary Quoting tool gives you all the information you need for what is appropriate for XSi coverage and explains why. For these Riverbed network 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 Riverbed Maintenance Features

- 24x7x365 Call Center (US-based), access to XSi AdvancedTAC<sup>SM</sup> 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-Service<sup>SM</sup> – support coverage guarantee for assets awaiting a formal addition to the contract
- Proactive integration of upgrades as older models fail
- 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 Riverbed hardware assets, no sacrifice to: current SLAs, access to Technical Assistance or access to software updates.
- Independent Riverbed 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



### Riverbed 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:

- [Riverbed Models](#) (click link) XSi Supports

### XSi Riverbed Maintenance & SLAs

<b>Maintenance for Router, Switch &amp; Security 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
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 OEM)	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
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 OEM End-of-Support Dates	Yes	Yes	Yes	Yes

Requests for customized SLAs are always welcomed. We have a team of OEM-certified engineers 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.

<b>XSi Severity Levels Defined Consistently with ITIL Standards</b>				
<b>Impact</b>  <b>Urgency</b>		<b>Low</b>	<b>Medium</b>	<b>High</b>
		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.
<b>Low</b>	The damage caused by the incident only marginally increases over time.	<b>Priority 5 - No Impact</b>	<b>Priority 4 - Impacted System Up and Data/ Process Accessible</b>	<b>Priority 3 - Degraded System up with workaround available</b>
	Work that cannot be completed by staff is not time sensitive.			
	No mission critical process impacted.			
<b>Medium</b>	The damage caused by the incident increases considerably over time.	<b>Priority 4 - Impacted System Up and Data/ Process Accessible</b>	<b>Priority 3 - Degraded System up with workaround available</b>	<b>Priority 2 - Degraded System Up and No Acceptable Alternative is possible</b>
	Work that cannot be completed by staff is moderately time sensitive.			
	A single or more mission critical process is intermittently affected.			
<b>High</b>	The damage caused by the incident increases rapidly.	<b>Priority 3 - Degraded System up with workaround available</b>	<b>Priority 2 - Degraded System Up and No Acceptable Alternative is possible</b>	<b>Priority 1 - Critical Total Loss</b>
	Work that cannot be completed by staff is highly time sensitive.			
	A single or more mission critical process is completely down.			

www.xsnet.com | © 2021 XS International. All Rights Reserved.

**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.