

XSi Overview

Independent IT Lifecycle Services & Support

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

Ph: 770-740-0040 (US)
Ph: +1-770-824-3453 (International)
www.xsnet.com



Flexible Service Options:

Decide what coverage days & times are needed for you equipment



Independent Hardware Maintenance:

Choose service options other than the manufacturer



No-Risk Service Assessment:

Discover what service and cost problems can be solved



More Money in your Budget:

Save significantly, reductions averaging 60 - 80% are typical



Certified Services:

R2v3, ISO9001, ISO14001, ISO45001, R2v3 certified and SAE AS5553 compliant.

About Us

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.

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.

- 24x7x365 access to XSi AdvancedTACSM OEM-certified (Original Equipment Manufacturer) technicians.
- No-Wait-ServiceSM – support coverage guarantee for assets awaiting a formal addition to the contract.
- IT Asset Management Best-Practice Leadership

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 devices supported. Which hardware assets are eligible for XSi independent support? Certainly, any hardware that has reached or about to reach announced EoL/EoS or EoS milestone dates are perfect for lower-cost XSi support. However in many instances, most 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-ServiceSM – support coverage guarantee for assets awaiting a formal addition to the contract.
- IT Asset Management Best-Practice Leadership.

Additional IT Lifecycle & Professional Services

In addition to independent hardware maintenance, XSi also provides:

- Global ITAD Service – IT Asset Disposition, for data center assets or End-User Compute. End-to-end support in North America, EMEA, LATAM & APAC.
- SmartHands– an as-needed, on-demand access to globally deployed tech support model for special projects, often more complicated than IMAC projects.
- IMAC – Short project work involving hardware Installs, Moves, Adds & Changes.
- Data Center Relocations or Hardware Asset Relocations.
- Cisco Lifecycle & Asset Assurance – A support model that maximizes maintenance savings, asset management simplification and 100% entitlement compliance.



XSi Certifications

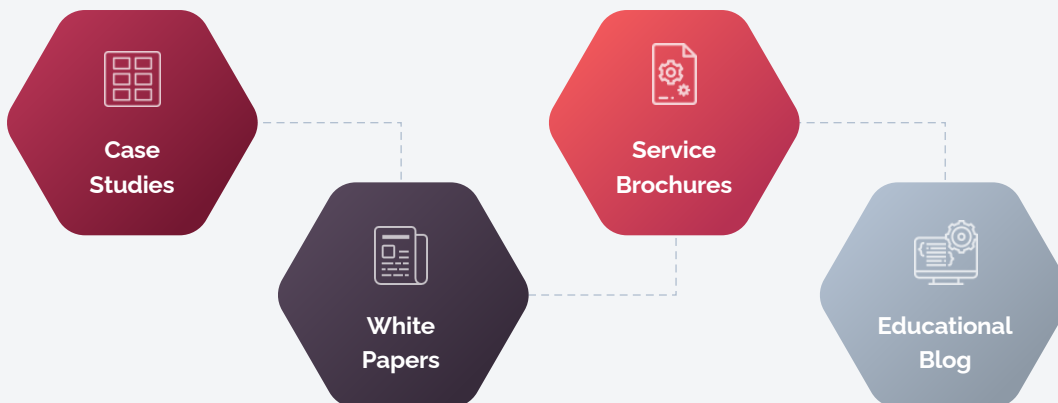
XSi supports the most discerning and security-sensitive enterprise IT departments in the world, which includes: the US federal government, healthcare, financial & banking, etc.

- XSi is R2v3 Certified and XSi is ISO9001:2015, ISO14001:2015, ISO45001:2018 Certified
- 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 811212 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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