

# XSi Overview

## Independent IT Lifecycle Services & Support for Federal Agencies & DOD

### 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

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[www.xsnet.com](http://www.xsnet.com)



**CONUS Call Center  
& CONUS/OCONUS**  
Cleared Field Tech Expertise



**Hardware Maintenance:**  
End-of-Support or  
End-of-Life Networking,  
Servers & Storage



**Federal Prime Contractor**  
since 1992, serving 42  
federal agencies.  
Cage Code: 0T5L0

**XSi™ IT Lifecycle  
Services &  
Support**



**Certified Services:**  
R2v3, ISO9001, ISO14001,  
ISO45001, R2v3 certified and  
SAE AS5553 compliant.



**OpEx (Operating  
Expense) reductions,**  
often averaging 60 - 80%,  
are typical savings

### About Us

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 helps federal agencies deploy a hardware support model to save important hardware OpEx budget dollars – which are often re-purposed for important mandates or initiatives.

### Hardware Service Features & Options

- Maintenance for post-warranty, End-of-Support, End-of-Software or End-of-Life hardware (no forced tech refresh)
- 360,000 IT Infrastructure Systems Maintained, 850,000 items in stock, 235,000 spare parts delivered every year
- Multiple certifications to ensure highest standards of quality control and security
- Robust parts-sparing model with proven logistics and 600+ forward stocking locations
- 24x7x365 fully-cleared break/fix field engineers and 24x7x365 tech-staffed Help Desk
- Ongoing and proactive Lifecycle Management guidance from Configuration Management Database (CMDB)
- Option: First to offer service which helps reduce SMARTnet costs while ensuring 100% Cisco entitlement compliance
- Professional Services Available: Data Center Relocations, SmartHands/IMAC and certified IT Asset Disposition in North America, EMEA, LATAM and APAC regions.



## Certifications

XSi has been a federal contractor for well over two decades, understands the importance of safeguarding the federal supply chain from counterfeit equipment and cyber threats, and has taken a leadership position in the industry as a Trusted Supplier to agencies, primes, and original equipment manufacturers. XSi is R2v3 Certified and ISO9001:2015, ISO14001:2015, ISO45001:2018 Certified, SAE AS5553 Compliant (Counterfeit Electronic Parts; Avoidance, Detection, Mitigation, and Disposition) and a member GIDEP, and NIST SP 800-171 CUI Compliant and soon the new CMMC - Cybersecurity Maturity Model Certification.

- 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
- Cage Code: 0T5Lo
- 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!**

## Authorized Business Partner



## XSi Clients Include



## XSi Contract Vehicles



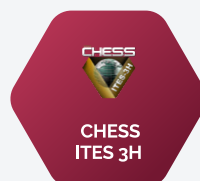
**SEWP**  
All Federal  
Agencies



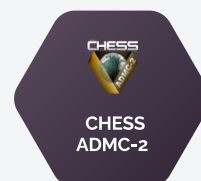
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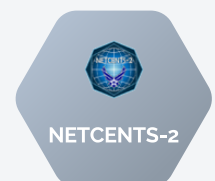
**DHS FirstSource II**  
All Federal  
Agencies



**CHES – ITES 3H**  
DOD and other  
Federal Agencies



**CHES – ADMC-2**  
DOD and other  
Federal Agencies



**NETCENTS-2**  
Air Force without  
restrictions;  
Army, Navy,  
Marines, Other  
DOD  
Components &  
Federal  
Agencies with  
some restrictions

## Service Suite

- **XSi Legacy Hardware EoL Maintenance:** Hardware support programs for aging/EoL legacy (servers, storage, networking) systems to drive client cost containment while ensuring compliance with support coverage mandates.
- **XSi Legacy Hardware Lifecycle Guidance:** XSi provides ongoing consulting about upcoming and critical milestone dates (i.e. EoL, EoS, EoSW) which impacts IT budgets and service support strategies.
- **XSi Hardware Support Contract Simplification:** Creating time/effort/cost efficiencies by strategically consolidating support contracts where and when the logic to do so can be proven and measured.
- **XSi CONUS/OCNUS Cleared Field Tech Expertise:** Globally deployed field tech expertise for IMAC (Installs, Moves, Adds, Changes) support or SmartHands (on-demand break/fix hardware repairs) support.
- **XSi Hardware OpEx Budget Re-direct Enablement:** In consideration of budget redirection initiatives, this analysis-with-solutions helps re-direct hardware OpEx funds to fund cloud or other mandates.
- **XSi Cisco Lifecycle & Asset Assurance:** First to offer this solution, reduces Cisco SMARTnet spend yet assures 100% entitlement compliance for every Cisco hardware asset.

## 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. We also offer 100% entitlement compliance, designed self-sparing models, inventory management with forward stocking locations, IMAC/SmartHands and secure IT Asset Disposition (ITAD) services for current network maintenance clients.

- 24x7x365 access to XSi AdvancedTAC<sup>SM</sup> OEM-certified (Original Equipment Manufacturer) technicians.
- No-Wait-Service<sup>SM</sup> – 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/EoSL 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-Service<sup>SM</sup> – 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 and 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.

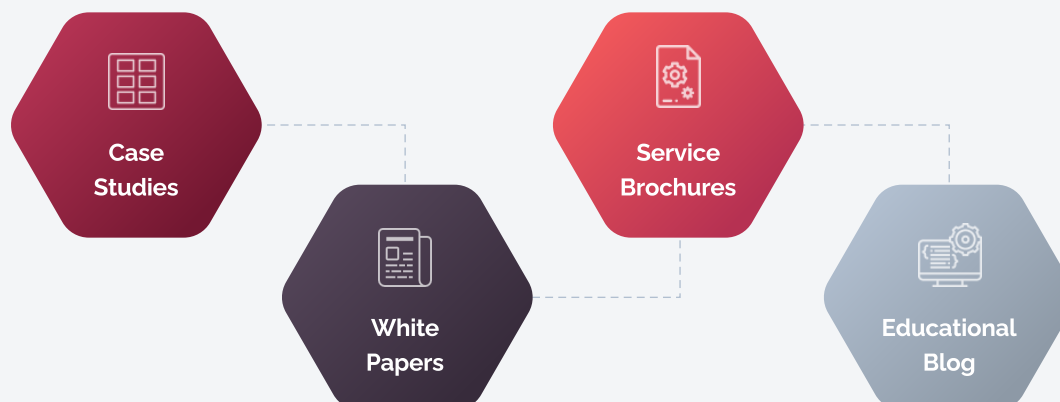
## Hardware Lifecycle Management

This is the practice of carefully understanding your actual hardware needs vs. your critical hardware needs, whereas critical needs are attached to urgent business drivers or executive mandates, then non-critical hardware assets are retained for longer periods after warranty expiration to permit a maximized ROI. This practice permits you to delay capital investments, but also drive down operating expenses by using XSi. Correlating "needs" to each hardware asset, will often create the opportunity to acquire pre-owned hardware, reducing CapEx.

## Benefits of Lifecycle Management & Hybrid Support

- IT Procurement can proactively drive down OpEx AND reduce CapEx
- Post-warranty assets have often reached "stable state," and IT staff can dedicate more time to key initiatives, as opposed to chasing the bugs of new data center hardware
- IT Asset Management Best-Practice Leadership:
- 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!

## Helpful XSi Resources



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