



XS INTERNATIONAL'S ALTERNATIVE DELL® SERVER MAINTENANCE & SUPPORT:

XS International provides a third-party maintenance (TPM) service for Dell® Maintenance & Support which includes:



- » Multi-vendor support
- » First-call fix rates >85%
- » 50% or more off list
- » 6500+ Global field engineers
- » 700+ Global forward stocking locations

CUSTOMER BENEFITS:

- » **Six Global Technical Assistance Centers (TAC):** Our TAC is staffed 24x7x365 with language support for English, Spanish, Portuguese, French, and German
- » **One Contract to Manage All of Your Assets:** Put all of your equipment under one easy to manage contract.
- » **Coterminus additions & deletions:** Add or subtract devices on a pro-rated basis; the additions are made coterminous with your contract
- » **Support for End-of-Life and End-Of-Support:** Extend the life of your network equipment; free up your IT budget for high priority projects
- » **Service Now Policy:** XSi will never deny you service. If the part is not within XSi inventory, we will quote, acquire, and test the part based on the requested coverage prior to adding the device to the current contract

SUPPORTED SERVICE LEVEL AGREEMENTS

- » 9x5xNBD
- » 24x7x4

*All service level agreements include an onsite field engineer

SOME OF OUR CUSTOMERS



THE XSI ALTERNATIVE DELL® SERVER MAINTENANCE & SUPPORT MODEL

We Analyzed Technical Support and Changed it for the Better

SUPPORTED DELL® SERVER FAMILIES

- » 300
- » 400
- » 500
- » 600
- » 700
- » 900
- » 1300
- » 1400
- » 1500
- » 1600
- » 1700
- » 1800
- » 1900
- » 2100
- » 2200
- » 2300
- » 2400
- » 2500
- » 2600
- » 2800
- » 2900
- » 3000
- » 4000
- » 6000
- » 7000
- » M
- » R
- » T

CONTRACT INITIALIZATION & SET-UP TIME

For 4-hour onsite contracts: We require a maximum of 30 days for setup of 4-hour onsite contracts. Typical setup time is 10 days. 24/7/NBD will be guaranteed during this set up phase. If we received the signed contract 30-days before start date, we will be able to guarantee 4-hour response on the contract start date.

NBD contracts: We require 5-days lead time maximum to put the proper spares in place for NBD contracts.

DEPOTS

Outstanding systems and logistics capabilities associated with our 700+ depots worldwide.

SEE WHAT OUR CLIENT HAD TO SAY ABOUT US

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RETHINK MAINTENANCE WITH XS INTERNATIONAL. CONTACT US TODAY.

1.877.548.2836 | info@xsnet.com | XSnet.com