

## XS INTERNATIONAL'S ALTERNATIVE IBM® SERVER MAINTENANCE & SUPPORT:

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

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

### CUSTOMER BENEFITS:

- » **Four 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 monthly or a pro-rated basis
- » **Support for End-Of-Life and End-Of-Service:** 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 IBM EQUIVALENT SERVICE

### SOME OF OUR CUSTOMERS

## THE XSI ALTERNATIVE IBM® MAINTENANCE & SUPPORT MODEL

We Analyzed Technical Support and Changed it for the Better

### SUPPORTED IBM® SERVER FAMILIES

- » Lenovo x86 (previously IBM xSeries)
  - » BladeCenter
  - » Netfinity
  - » E
  - » F
  - » G
  - » H
  - » J
  - » M
  - » M2
  - » M3
  - » M4
  - » M5
  - » R
  - » S
  - » Power4+
  - » Power5
  - » Power5+ iSeries
  - » Power5+ pSeries
  - » Power6 iSeries
  - » Power6 pSeries
  - » Power7 iSeries
  - » Power7 pSeries
  - » RS/6000 B50
  - » RS/6000 43p
  - » RS/6000 44p
- \*\*We also support mainframes and various AS/400 models

### 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

“

Albeit I inherited the contact from my predecessor, I remain doing business with XSi International because of the consistent quality of its products and excellent after-services.

-Global Manufacturing Company

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**RETHINK MAINTENANCE WITH XSI INTERNATIONAL. CONTACT US TODAY.**

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