



XS INTERNATIONAL'S ALTERNATIVE CISCO® MAINTENANCE & SUPPORT:

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

- » True hybrid solution
- » Multi-vendor support
- » First-call fix rates >85%
- » Up to 80 percent off Cisco List
- » 300+ Cisco certified engineers
- » 6500+ global field engineers
- » 700+ global forward stocking locations

CUSTOMER BENEFITS:

- » **Faster Response Times than the OEM:** 15 minute guaranteed response times for Priority 1 and 30 minute guaranteed response time for Priority 2
- » **Six Global Technical Assistance Centers (TAC):** Our TACs are staffed 24x7x365 with locations in the US, UK, France, Germany, Mexico, and Brazil
- » **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 Last-Date-of-Support (LDoS) and End-of-Software-Update (EoS):** Extend the life of your network equipment; free up your IT budget for high priority projects
- » **Service Now Policy:** XS i will never deny you service. We will immediately begin assisting you through the XSTAC. If you have a failed device not under coverage, XS i will work with you to provide the parts from our inventory or acquire and test the needed part in a priority fashion. The repaired device will then be added coterminous to your existing contract

CERTIFIED ENGINEERS



SUPPORTED CISCO EQUIVALENT SERVICE

- » SNT: Next day parts
- » OS: Next day parts with on-site engineer
- » SNTP: 4 hour parts
- » OSP: 4 hour parts with on-site engineer
- » S2P: 2 hour parts
- » PREM: 2 hour parts with on-site engineer

SOME OF OUR CUSTOMERS





THE XSI ALTERNATIVE CISCO® MAINTENANCE & SUPPORT MODEL

We Analyzed Technical Support and Changed it for the Better

SUPPORTED CISCO® FAMILIES

- » WLAN Products
 - » Access Points
 - » Wireless Bridges
 - » Wireless Controllers
- » Routers
 - » 800
 - » 1800
 - » 1900
 - » 2800
 - » 2900
 - » 3800
 - » 3900
 - » 7200
 - » 7600
 - » ASR1000
- » Catalyst Switches
 - » 2960
 - » 3560
 - » 3750
 - » 2960
 - » 3850
 - » 4948
 - » 4500
 - » 6500
- » Nexus Switches
 - » 2000 Series
 - » 5000 Series
 - » 7000 Series
- » Security Products
 - » PIX Firewalls
 - » ASA Firewalls
 - » VPN Concentrators
 - » Other Security Appliances

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.

HYBRID SUPPORT

- » Bug fixes: In the event we encounter an issue associated with a software bug, if a known fix is available then XSTAC will acquire the update.
- » Cisco® TAC Escalation: In the unlikely event that escalation to the Cisco® TAC is required, either the client or XSTAC may initiate the escalation.

SEE WHAT OUR CLIENT HAD TO SAY ABOUT US

“

XSi gave us cost reductions with relatively low risk given the maturity of solutions to be supported and confidence in service based on history with our client.

-Global Telecommunications Company

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RETHINK MAINTENANCE WITH XS INTERNATIONAL. CONTACT US TODAY.

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