



XS INTERNATIONAL'S NETWORK EQUIPMENT MAINTENANCE:

XS International provides a third-party maintenance (TPM) service to Networking OEM's including:

- » Cisco SMARTnet®
- » Juniper J-Care®
- » Brocade Essential Support®
- » Foundry Essential Support®
- » F5 Maintenance Support®
- » Extreme Networks®
- » Enterasys SupportNet®
- » AVAYA® Support

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
- » **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 EOL and EOS:** 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. We will immediately begin assisting you through the XSTAC. If you have a failed device not under coverage, XSi 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 coterminus to your existing contract.



300+ Certified Network Engineers man the XSTAC Center

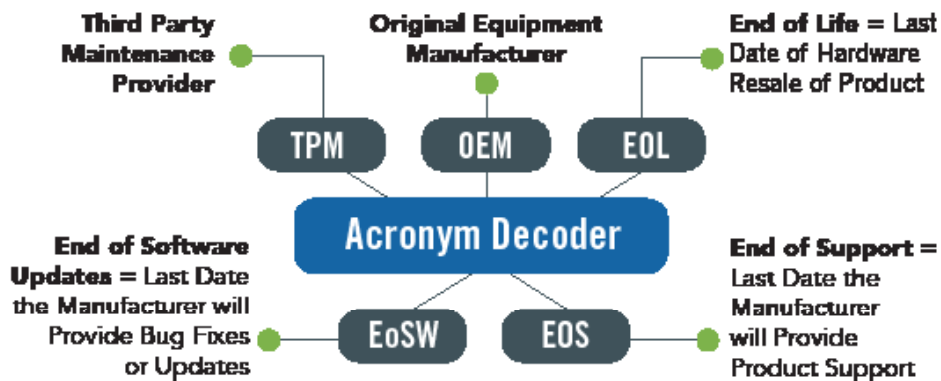
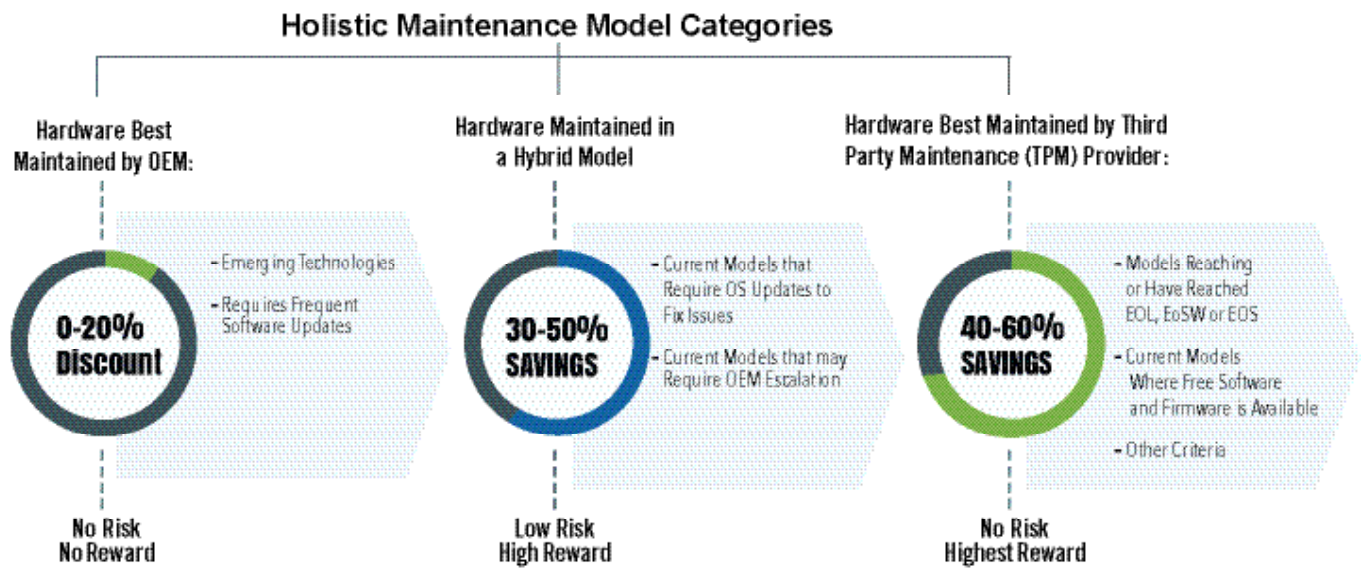
SOME OF OUR CUSTOMERS



THE XSI HOLISTIC MODEL

We Analyzed Technical Support and Changed it for the Better

XSi takes a customer focused agnostic view on maintenance. Products go through a lifecycle and during that lifecycle, alternative providers rather than the OEM may offer better solutions for maintenance. Examining this “Product Maintenance Lifecycle” is the key to optimizing true support requirements vs. costs. XSi specializes in a Holistic offering that also includes a true Hybrid Maintenance and Third-party Maintenance Support (TPM).



RETHINK MAINTENANCE WITH XS INTERNATIONAL. CONTACT US TODAY.

1.877.548.2836 | info@xsnet.com | XSnet.com



THE XSI THIRD PARTY MAINTENANCE & FIELD ENGINEERING COVERAGE

We Go Where You Need Us.

RETHINK MAINTENANCE WITH XS INTERNATIONAL. CONTACT US TODAY.

1.877.548.2836 | info@xsnet.com | XSnet.com