



XS INTERNATIONAL'S ALTERNATIVE EMC® SUPPORT & MAINTENANCE:

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

- » Latest firmware revisions
- » Software upgrades
- » Configuration management
- » Microcode recommendation
- » Firmware recommendations
- » Secure data erasure options

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
- » **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 EMC FAMILIES

- » VMAX
- » VNX
- » Symmetrix
- » CLARiiON
- » Celerra
- » Connectrix
- » Data Domain

CERTIFIED ENGINEERS



SOME OF OUR CUSTOMERS





THE XSi ALTERNATIVE EMC® MAINTENANCE & SUPPORT MODEL

We Analyzed Technical Support and Changed it for the Better

EMC® Alternative Support Value:

- » Competitively priced alternative EMC support
- » Average savings of over 50 percent compared to EMC®
- » Managed maintenance services
- » Onsite spare kits
- » Tailored service level agreements (SLA) for optimization of response and response requirements
- » Expert Field Engineers (FE)
- » Strategic stocking locations for parts and complete systems
- » Access 700+ Depot Locations Worldwide
- » Access to 6500+ Field Engineers
- » Field engineers arrive on-site with fully tested OEM parts in-hand
- » Telephone software support for:
 - » Navisphere
 - » Unisphere
 - » Celerra Manager
 - » Powerpath
- » Numerous professional services available including:
 - » Data migrations
 - » LUN creation
 - » Storage administration functions
 - » Configuration changes

SLA AGREEMENTS

XSi SLA Options	Equivalent EMC SLA Options	TAC Support	Parts Replacement	Onsite Technician Provided
9x5xNBD	Basic	9 hours a day & 5 days a week	Next Business Day (3:30pm cutoff)**	No
24x7xNBDOS	Enhanced	24 hours & 7 days a week	Next Business Day (3:30pm cutoff)**	Yes
24x7x4OS	Premium	24 Hours & 7 days a week	4 hours**	Yes

**24x7x4OS must qualify prior to acceptance. All SLAs are recommended self-sparing kit

RETHINK MAINTENANCE WITH XSi INTERNATIONAL. CONTACT US TODAY.

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