

XS INTERNATIONAL'S ALTERNATIVE F5 NETWORKS® MAINTENANCE & SUPPORT:

XS International provides a third-party maintenance (TPM) service for F5 Networks® Maintenance & Support which includes:

- » True hybrid solution
- » Multi-vendor support
- » First-call fix rates >85%
- » 500+ 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
- » **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. Your F5 IDs remain in place, so your team can still access F5.com.
- » **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

CERTIFIED ENGINEERS



SUPPORTED F5 EQUIVALENT SERVICE

- » Standard: 8x5xNBD
- » Premium: 24x7xNBD
- » Expedited RMA Services: 4 hour replacement upgrade. Option to include onsite engineer.

WHY YOUR ORGANIZATION NEEDS THIRD PARTY MAINTENANCE

Hardware maintenance is increasingly being considered as a "nonstrategic IT" spending and procurement, with the result being that IT professionals are seeking low-cost alternatives to expensive OEM contracts and pricing.

- Gartner



THE XSI ALTERNATIVE F5 NETWORKS® MAINTENANCE & SUPPORT MODEL

We Analyzed Technical Support and Changed it for the Better

SUPPORTED F5 NETWORKS® FAMILIES

» Viprion

- » Local Traffic Manager (LTM)
- » Carrier Grade NAT (CGNAT)
- » Policy Enforcement Manager (PEM)

» BIG-IP

- » Local Traffic Manager (LTM)
- » Global Traffic Manager (GTM)
- » BIG-IP DNS
- » Application Delivery Controller (ADC)

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

“

The breadth of your OEM capabilities in the IT and routing space is vast and knowledgeable. We love working with your team because we find them knowledgeable, professional, and very responsive. We hope to continue our business relations in the future.

”

-Global Telecommunications Company

RETHINK MAINTENANCE WITH XS INTERNATIONAL. CONTACT US TODAY.

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