



XS INTERNATIONAL'S ALTERNATIVE JUNIPER® MAINTENANCE & SUPPORT:

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

- » Access to Juniper Knowledge Center
- » Can Provide Escalation to Juniper Design Engineers
- » Software & firmware updates
- » Asset management system

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 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 JUNIPER EQUIVALENT SERVICE

- » SVC-COR: Support only
- » SVC-ND: Next day parts
- » SVC-NDCE: Next day parts with on-site engineer
- » SVC-SD: Same day parts
- » SVC-SDCE: Same day parts with on-site engineer

SOME OF OUR CUSTOMERS

JACOBS™

CACI

CSPi



THE XSI ALTERNATIVE JUNIPER® MAINTENANCE & SUPPORT MODEL

We Analyzed Technical Support and Changed it for the Better

SUPPORTED JUNIPER® FAMILIES

- » DX Series
- » SA Series
- » SRC Series
- » SSG Series
- » E Series
- » ERX
- » J Series
- » M Series
- » MX Series
- » T Series
- » VF Series
- » NS Series
- » IDP Series
- » ISG Series
- » SRX Series
- » IC Series
- » SBR Series
- » EX Series
- » WXC Series
- » WX Series

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.
- » Juniper® TAC Escalation: In the unlikely event that escalation to the Juniper® TAC is required, either the client or XSTAC may initiate the escalation.

SEE WHAT OUR CLIENT HAD TO SAY ABOUT US

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In short, I chose XSi because you clearly articulated on your web site your focus on offering cost effective maintenance alternatives, especially for legacy OEM products. I also liked the breadth of your OEM capabilities in the IT and routing space. I continue to work with your team because I find them knowledgeable, professional, and very responsive. I hope to continue to try to find business opportunities.

-Global Communications Company

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RETHINK MAINTENANCE WITH XS INTERNATIONAL. CONTACT US TODAY.

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