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XANTARO MAINTENANCE SERVICES

XCARE PORTFOLIO

OVERVIEW:
XANTARO MAINTENANCE & OPERATIONAL SERVICES
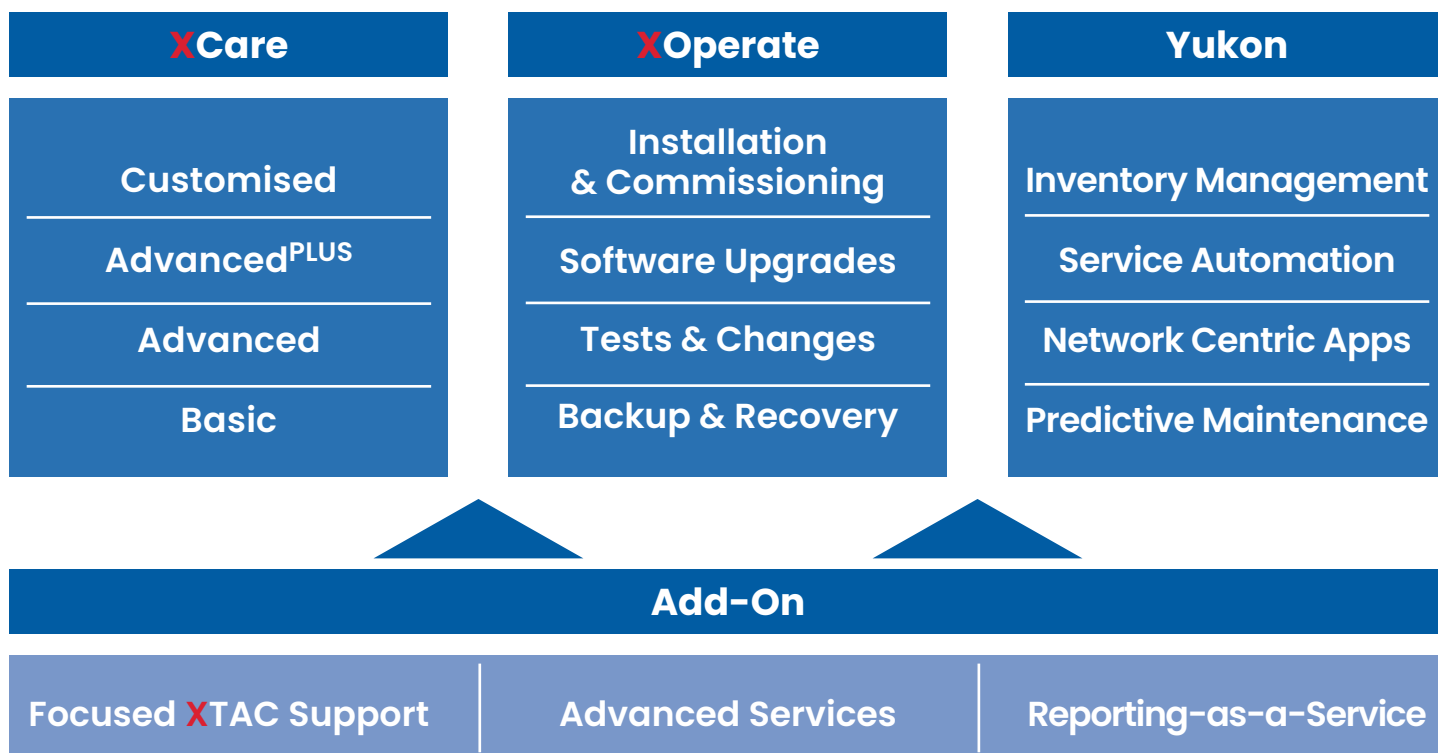
• XCARE

comprises all maintenance services, depending on the agreed service level. The portfolio ranges from a simple bring-in repair service to replacement in advance, right up to the maintenance of spare part repositories and on-site support within agreed SLA.

• XOPERATE

supports in network operation. Xantaro takes over e.g. the implementation of changes such as configuration or software updates etc., testing of software upgrades, network analyzes, installation and commissioning of new network systems or integration and project management.

• YUKON

The Xantaro service engine enables cross-vendor and cross-technology network and service management and, as a central platform, ensures more transparency in complex, heterogeneous network infrastructures.
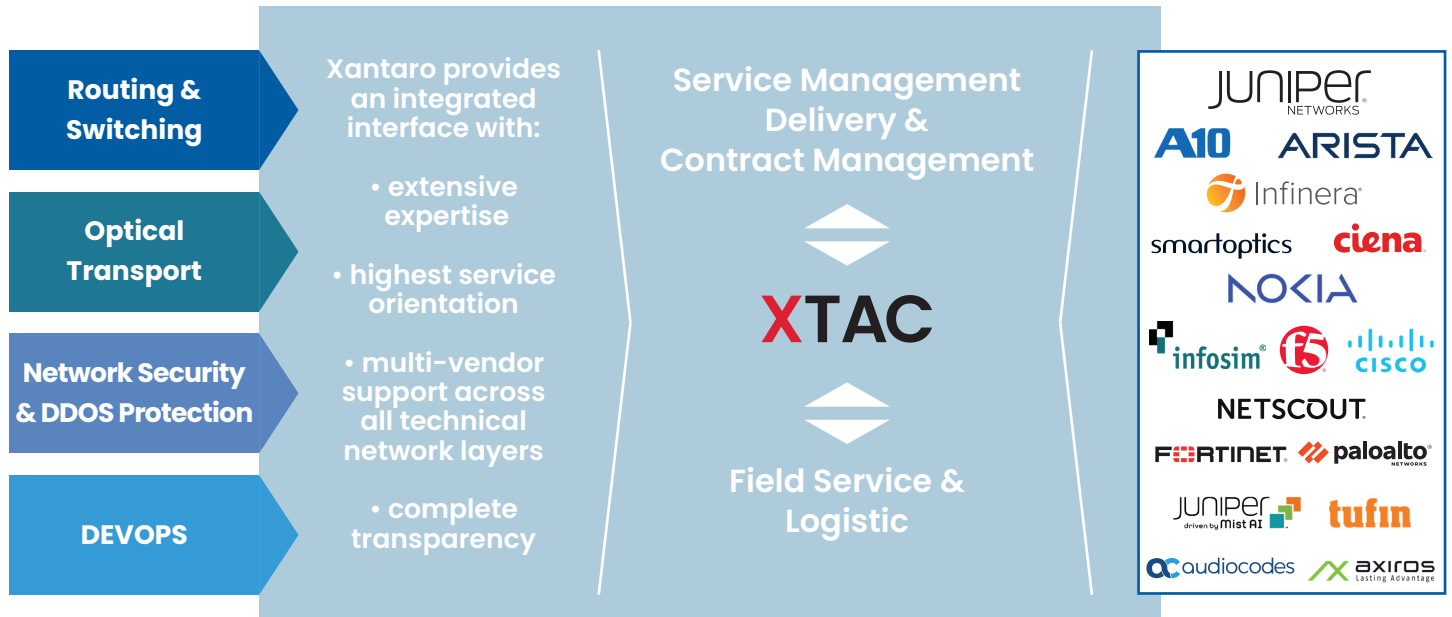
XCare	XOperate	Yukon
Customised	Installation & Commissioning	Inventory Management
Advanced^{PLUS}	Software Upgrades	Service Automation
Advanced	Tests & Changes	Network Centric Apps
Basic	Backup & Recovery	Predictive Maintenance

Add-On

Focused XTAC Support	Advanced Services	Reporting-as-a-Service

ADD-ONs – Additional options extend the contractual agreements for each category: Focused support by XTAC, Advanced Services to complement the maintenance service with proactive support, or Reporting Services based on the utilisation of the Xantaro service engine are additional services to ensure reliable network operation.

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XCARE:
ONE CENTRAL INTERFACE
FOR ALL TECHNOLOGIES AND VENDORS

Xantaro specializes in networking technologies, software solutions and services for carriers, ISPs, hosting and Cloud providers as well as for data centre and campus network operators. Under the header of „VISIBILITY – AUTOMATION – DEFENCE", we support our customers with a comprehensive multi-vendor technology and service portfolio in the development, implementation and reliable operation of future-proof networks and infrastructures.

Routing & Switching	Xantaro provides an integrated interface with:	Service Management Delivery & Contract Management
Optical Transport	• extensive expertise	⬍
Network Security & DDOS Protection	• highest service orientation	**X**TAC
DEVOPS	• multi-vendor support across all technical network layers	⬍
	• complete transparency	Field Service & Logistic

Vendors: JUNIPER NETWORKS, A10, ARISTA, Infinera, smartoptics, ciena, NOKIA, infosim, F5, cisco, NETSCOUT, FORTINET, paloalto NETWORKS, JUNIPER driven by Mist AI, tufin, audiocodes, axiros Lasting Advantage

With XCare, XOperate and Yukon, our specially developed service engine, the Maintenance Services area delivers modules for the maintenance and operation of network infrastructures with options from simple basic services to tailored services.

XCare comprises both, standardised and individual maintenance services for the deployed components and solutions. The advantage: Xantaro is the Single-Point-of-Contact towards all our technology partners for the customer.

The Xantaro maintenance services are characterised by the Xantaro Technical Assistance Center (XTAC) as the central interface for any technical support, by a dedicated Service Management as well as Service Delivery & Contract Management and Field Service & Logistics.

Based on long-standing experience in the maintenance of high-performance networks, the teams provide contract management and high-touch support in a professional and experienced manner to ensure the performance and availability of the network.

DIE BUILDING BLOCKS:
HIGHEST SERVICE ORIENTATION IN ALL PHASES

• SERVICE MANAGEMENT

Xantaro has established a dedicated Service Management for all contractual services. The concept is based on ITIL best practices with defined processes, functions and methods, through which the reliable fulfillment of the services, the continuous optimisation with regard to quality, efficiency and economy, as well as the best possible support of the network operation are ensured. In addition, as part of quality management Xantaro holds the ISO 9001:2008 certificate set out by the International Standardisation Organization (ISO).

In the context of XCare, the **Service Management** is responsible for:
• observence of contractual Service Level Agreements (SLAs)
• analysis and implementation of optimised processes
• conduct of Service Review Meetings in order to analyse performed services and optimisation opportunities
• escalation support in ticket handling by ensuring all necessary measures and resources

• SERVICE DELIVERY & CONTRACT MANAGEMENT

With Europe-wide storage facilities as well as worldwide service partnerships, Xantaro enables hardware replacement services with arrival times within three hours. Therefore, the **Service Delivery** team takes on the concept and planning of the respective pooling as well as administration and optimisation of the equipment.

Xantaro **Contract Management** supports the customers with lifecycle management by providing information regarding forthcoming end of life support, expiry of contracts and the option of a seamless renewal. Existing contracts can be consolidated for optimisation, and supplementary hardware can be added to service contracts.

• XANTARO TECHNICAL ASSISTANCE CENTER (XTAC)

The XTAC is the central interface for all technology-related subjects for all Xantaro products and solutions. The team consists of dedicated engineers delivering 24 hours a day, 365 days a year high-touch support to customers based on long-standing experience in troubleshooting complex multi-vendor environments.

In the event of a problem, XTAC takes over the communication on a level playing field and directly coordinates possible solutions with the customer. Professional and promp troubleshooting is ensured by a ticket system through which automatic escalation processes take effect according to the priority of a fault, until all affected services are fully recovered.

Furthermore, depending on the contractual service agreement stipulations, XTAC coordinates the **Logistics** and **Field Service** for example for proper RMA handling or for the de-installation of defective equipment and installation of the replacement components by continuously trained Field Service Engineers on-site.

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XCARE BASIC

XCare Basic delivers the fundamentals of Xantaro's maintenance services: The support by XTAC in the event of a fault and the provision of software updates (according to the vendor's license agreement). In addition, the two alternatives differ with regard to the hardware replacement.

Within XCare Basic, the components are subject to the vendor's standard product warranty. Following to the return of the defective device to Xantaro it is repaired or replaced depending upon the vendor's Service Level Agreement (SLA).

The additional BringIn module complements XCare Basic by adding the „Hardware Repair Service". It extends the standard product warranty and furthermore, accelerates the repair and reshipment or rather the spare part delivery.

	XTAC	Software Update Delivery	Hardware Delivery	Arrival	FSE – Onsite Service	Customer Portal
Basic	24/7	✓	Vendor Warranty	Vendor SLA		✓
Basic Bringin	24/7	✓	Hardware Repair Service	Vendor SLA		✓

XCARE ADVANCED

The XCare Advanced service level upgrades the XCare Basic alternatives and includes the „Advance Replacement" of defective components. Across Europe, a variety of models are available for delivery within minimum times of down to three hours.

	XTAC	Software Update Delivery	Hardware Delivery	Arrival	FSE – Onsite Service	Customer Portal
ADVANCED 6BD / NBD Shipment	24/7	✓	Advance Replacement	Shipment within 6 / Next Business Day(s)		✓
ADVANCED 5BD / 3BD / 2BD	24/7	✓	Advance Replacement	5 / 3 / 2 Business Days		✓
ADVANCED NBD	24/7	✓	Advance Replacement	Next Business Day		✓
ADVANCED SD4h / SD3h	24/7	✓	Advance Replacement	Same Day – 4 Hours / 3 Hours		✓

XCARE ADVANCED^{PLUS}

XCare Advanced^{PLUS} completes the XCare Advanced product range by adding the on-site attendance of a Field Service Engineer (FSE). Organised and coordinated via the XTAC, the FSE takes over the replacement of defective components in the event of a fault.

	XTAC	Software Update Delivery	Hardware Delivery	Arrival	FSE – Onsite Service	Customer Portal
Advanced^{PLUS} 5BD / 3BD / 2BD	24/7	✓	Advance Replacement	5 / 3 / 2 Business Days	5 / 3 / 2 Business Days	✓
Advanced^{PLUS} NBD	24/7	✓	Advance Replacement	Next Business Day	Next Business Day	✓
Advanced^{PLUS} SD4h / SD3h	24/7	✓	Advance Replacement	Same Day – 4 Hours / 3 Hours	Same Day – 4 Hours / 3 Hours	✓

XCARE – CUSTOMISED

In addition to all standardised service packages, there is also the option of designing the XCare maintenance contract flexibly. By compiling a combination of the various options to individual packages, the support service is tailored to the specific needs of the customer.

XTAC	Software Update Delivery	Hardware Delivery	Arrival	FSE – Onsite Service	FSE – Onsite Service
24/7	24/7	• Vendor Warranty • Hardware Repair Service • Advance Replacement	• Vendor SLA • 6 Business Days Shipment • Next Business Day Shipment • 5 Business Days • 3 Business Days • 2 Business Days • Next Business Day • Same Day up to 4h • Same Day up to 3h	yes / no	yes / no

ADD-ON SERVICES

• FOCUSED XTAC SUPPORT

For optimal handling of all processes within a case, an end-to-end view is important. In particular with regard to the root cause and rectification in multi-vendor scenarios, the knowledge of the interaction of different technologies and vendors is vital. With the option of **Focused XTAC Support**, Xantaro offers an additional security factor: An XTAC engineer is trained specifically to deal with a particular customer network and assumes all responsibility for the Focused Support.

DETAILS & BENEFITS:

- focused support with encompassing network knowledge and understanding of issues and impacts
- customer specific documentation
- fault analysis & replication in the XT³Lab
optional:
- regular workshops
- autonomous data collection for fault clearance
- assignment of a designated Service Manager

• ADVANCED SERVICES

For the further development of a network and the implementation of new applications, Xantaro provides XCare customers with **Advanced Services** delivering proactive support options. The services cover the recommendation and implementation of appropriate software, preventive maintenance and network optimisation, review of upcoming changes within an infrastructure, feature analysis and support automation.

DETAILS & BENEFITS:

Proactive services, each complementary to the maintenance services within a XCare contract are:
- Support Automation
- Software Recommendation
- Proactive Notification
- Change Review
- Feature Analysis

• XCARE EOL – REPORTING-AS-A-SERVICE

Based on the utilisation of Yukon, the Xantaro service engine, in the customer network, Xantaro offers dedicated reporting services to optimise and ensure reliable network operation and to simplify troubleshooting. With the **XCare End-of-Life-Reporting** Xantaro takes care of analysing the life cycle of all components covered by XCare contracts. Service step-downs such as end-of-life, end-of-service etc. are duly documented in a detailed report, making it easy to identify the resulting need for action.
Further information: www.xantaro.net/yukon

DETAILS & BENEFITS:

- Inventory by Yukon and assessment of the inventory status based on vendor information
- Reporting in the agreed cycle
- Reduced operational efforts and expenses in life cycle management
- Timely planning of projects to replace hardware
- Ensuring operation through vendor-supported

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„Xantaro has been our Maintenance Services partner for Juniper hardware for many years. The co-operation with XTAC – Xantaro's Technical Assistance Center – proves to be extremely reliable and valuable within day-to-day business. They satisfy in both, network knowledge and effective communication with the vendors which minimises the resolution and recovery times.

For me, XTAC is a reliable complement to our team. Prompt reaction, the understanding of issues and business impacts as well as the responsible handling enables our employees to concentrate on other essential tasks such as the operation and configuration of the Vodafone IP networks. Networkers are collaborating with networks here, and that becomes apparent in the results."

Michael Tanz, Head of Data Network Connectivity & Security – TON, Vodafone GmbH