



xiOLOGIX **COM**

Email: Info@xiologix.com

Visit Our Website: Xiologix.com

Phone: (503) 691-4364 | Toll Free: (888) 492-6843

Alaska | California | Oregon | Washington

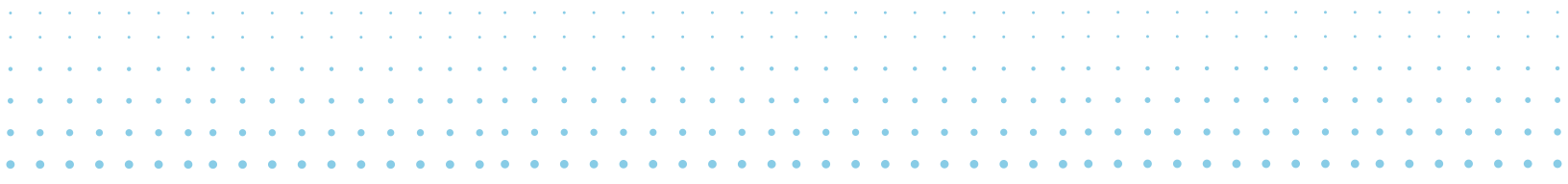
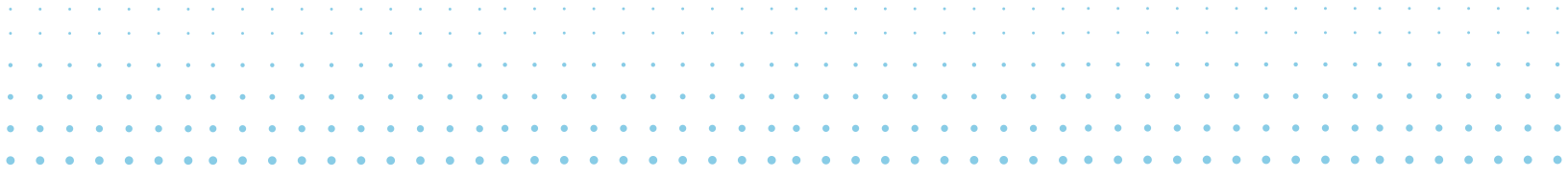




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Who We Are

Founded in 2000 and headquartered in Tualatin, Oregon, Xiologix helps organizations across the Pacific Northwest and the western United States solve complex IT challenges with confidence.

We understand that every organization is different, which is why we take the time to learn your goals, understand your challenges, and deliver technology solutions that truly fit.



Our expertise includes cybersecurity, managed IT services, co-managed IT services, networking and wireless, virtualization, storage, backup and disaster recovery, VoIP, and unified communications. As a vendor-agnostic IT partner, we design, implement, and support IT solutions using the technologies that best meet each organization's needs, rather than a one-size-fits-all approach.

We combine deep technical expertise with responsive service and long-term partnership, helping organizations stay secure, resilient, and prepared for what comes next.





Xiologix Experience

What We Do

Product Solutions

- Backup & Disaster Recovery
- Business Continuity
- Networking & Wireless
- Open XDR
- Secure Access Service Edge
- Security
- Storage
- Unified Communication
- Virtualization
- VoIP

Our Services

- Architectural Design
- Configuration
- Identity & Access Management
- Installation
- Maintenance
- Managed & Co-Managed IT Services
- Managed Detection & Response
- Mobile Device Management
- Regulatory Compliance
- Risk Assessment
- Security Operations Center (SOC)
- Shadow IT Discovery
- Support
- WAN Optimization
- Zero Trust Architecture

How We Do It

We start by working as a trusted advisor, analyzing our customers' needs and identifying technology enhancements that will improve their business performance. We then create tailored solutions by drawing from a combination of technologies from leading suppliers, along with proprietary software and a broad-based portfolio of professional services. Finally, we deliver the solution with expert implementation and ongoing technical support to ensure the highest level of client satisfaction.

Xiologix possesses extensive resources, while still maintaining the personal touch of a small company. We deliver tailored solutions directly to customers in a variety of industries, including education, finance, government, healthcare, hospitality, manufacturing, retail, and transportation.

Xiologix has a proven track record of creating innovative technology solutions that take advantage of the best available hardware, software, and services, often in combination with proprietary software and services that are critical to the solution.

Industries & Sectors We Partner With:

- Banking & Finance
- Education
- Energy & Utilities
- Entertainment & Hospitality
- Government Organizations
- Healthcare
- Legal & Law Firms
- Manufacturing
- Public Sector
- Retail
- Transportation
- & More!



XIOLOGIX EXPERIENCE



Key Strengths

When our customers tell us what they value most from Xiologix they cite the following key strengths:

- **Ability to Execute** – Quick responsiveness. Effective solutions. Expert implementation. Outstanding results. We deliver the knowledge and tools needed to solve our customers' challenges on a timely and cost-effective basis.
- **Technical Competency and Experience** – Our team includes highly trained technical experts who evaluate, develop, and implement solutions tailored to each customer's needs.
- **Expanded Range of Solutions** – We strategically continue to expand our solutions and enhance the value we provide.
- **Long-term Relationships** – We foster strong and enduring relationships with our customers, which improve our ability to understand needs, provide solutions, and respond quickly.

Trusted Advisors

Knowledge, experience, success, and reliability all lead to trust. As trusted advisors, Xiologix professionals build strong and lasting relationships with customers by fully understanding their needs and identifying the technology to resolve their challenges. The value of what we do stems not only from our ability to analyze and advise, but also to deliver expert implementation and ongoing support.

Technology Experts

Today's IT environment is full of promising yet complex technology. Xiologix designs, delivers, and implements solutions that capture the promise of technology while overcoming the complexities. Our team includes trained and certified experts who know the capabilities of technology inside and out. We use this expert knowledge to identify the right hardware, software, and services from leading technology suppliers, often combined with Xiologix services, to ensure that our customers receive the best solutions available for their situations.



XIOLOGIX EXPERIENCE



Methodology

One of the most significant advantages to working with Xiologix is our innovative solution methodologies. These methodologies have been honed and refined over twenty-six years of delivering technology projects, resulting in countless engagements completed on time and within budget. Xiologix's general methodology consists of observation, hypothesis, analysis and research, testing and experimentation, drawing conclusions, documentation, peer review and validation.

Partners in Innovation

Our combination of technology expertise, customer focus, and industry knowledge allows us to provide solutions that go far beyond today's typical IT systems, setting new standards for the future. As customers increasingly look to technology to solve a growing range of current and future challenges, Xiologix will be there with the answers.



XIOLOGIX EXPERIENCE



Portfolio Sampling

PLEASE INQUIRE FOR ADDITIONAL BRANDS

Backup

ArcServe, Axcient, Barracuda, Cohesity, Dell EMC, ExaGrid, Object First, Symantec, Veeam, VeloCloud

Cloud

AWS, Azure, Citrix, Equinix, Fortinet, Microsoft, Ruckus, Veeam, Xilogix Remote Cloud Storage, VeloCloud

Disaster Recovery

Axcient, Barracuda, Cohesity, Dell EMC, Symantec, Veeam

IP Phone Communication

Fortinet, Wildix, Zultys

Networking

Barracuda, Citrix, Dell EMC, Extreme, Fortinet, HPE Aruba, Kemp, NVT Phybridge, QLogic, Ruckus, VeloCloud

Security & Open XDR

Barracuda, Cylance, Darktrace, Dell EMC, ESET, Fortinet, KnowBe4, Symantec, Trend Micro, Varonis, Vectra, XioGuard, Zix, Zscaler

Storage

Cohesity, Dell EMC, HPE Nimble, Pure Storage

Virtualization

Citrix, Dell EMC, HPE, Microsoft, Runecast, Uila, Veeam

Wireless

Dell EMC, Extreme, Fortinet, HPE Aruba, Ruckus

Featured Brands



Public Sector & Non-Profit Participating Contracts



Explore Our
Participating
Contracts



Installation & Implementation Approach

Our success is measured by a customer's ability to meet timelines and meet the goals of the organization. Below are some examples of phases Xiologix could use in projects to ensure your implementation is successful.

- **Pre-Implementation** – During pre-implementation is where we get to assess a customer's environment and make decisions upfront to assist with the actual implementation. At the completion of this stage, a customer should have a clear understanding of the technology associated with their solution and we should have a clear understanding of any time constraints, goals, and objectives. At this time a formalized statement of work will be constructed if the customer desires.
- **Pre-Site Survey** – A pre-site survey is conducted before any equipment arrives. This pre-site survey will allow our teams to coordinate deliveries, plan for any movement of equipment, power planning and cable infrastructure needs. At the end of this phase, a customer will receive a workbook detailing floor space, power, cooling, and other requirements necessary for the equipment to be installed on their data center floor.
- **Rack and Stack** – Once the equipment arrives on-site, our team will move the equipment into the final location attach, power, and spin up the solution. We will install management consoles, tools and ensure support functionality during this phase.
- **Staff Training** – Once the equipment is up and manageable, we will perform an introduction class to the management applications with storage administrators and storage operators. We will again validate the Architecture Workbooks and start creating storage management policies. Additional administration training is also recommended through the manufacturer.
- **Implementation** – The implementation phase is dependent on the customer environment, equipment and software purchased, and timeframe constraints of the customer. Our implementation approach is to provide our customer with a fixed-bid implementation that meets the customer objectives.
- **Acceptance** – We believe a solution is not accepted until a customer fully understands the technology, it has been implemented and they are satisfied with the equipment. At Xiologix, we stand beside our customers and ensure their satisfaction. We will work with you to create a mutually agreed-upon acceptance criteria. Xiologix is committed to the technology we propose, as well as the long-term success of our customers and our relationships with them.
- **Ongoing Support** – Implementation to us does not stop with the acceptance and delivery of the equipment. Xiologix provides our enterprise customer with resources for the life of our relationship. These resources are there to assist customers with ongoing consolidation, migration, planning, and configurations. Our staff can be called on **24/7/365** to assist you with any of the solutions we provide.



Xiologix Support & Maintenance

Xiologix is committed to our customers' success. In addition to providing vendor support services, Xiologix stands beside our customers. Xiologix provides each enterprise account with the following at no additional cost:

- **Account Manager** – Our account manager is responsible for the overall success of our customer accounts. They have the responsibility to provide our customers with account management, pricing, meeting organization and dispute resolution.
- **Systems Engineer** – Our Systems Engineers serve as an extension of our clients' IT teams, delivering proactive technical support, infrastructure management, and operational expertise. Through a team-based support model, clients benefit from the collective knowledge and availability of our engineering staff rather than relying on a single resource. Our engineers maintain comprehensive documentation, assist with system deployments and configuration, coordinate vendor relationships, and provide ongoing support to ensure stable, secure, and reliable IT operations.
- **Technical Architect** – This resource is available to use for advanced configuration, troubleshooting, planning and strategic vision of a solution. The Technical Architect can also be tapped by the customer to discuss any new technology offerings by Xiologix.
- **Project Manager** – A Project Manager is available throughout the implementation. The Project Manager is responsible and accountable to ensure Xiologix implements solutions per a customer's timeline. The Project Manager will keep projects and resources available and is responsible for the overall success of any implementation schedule.
- **Executive Sponsor** – Enterprise accounts are also assigned an Executive Sponsor. This is a resource inside of Xiologix that is there to ensure customer satisfaction. This person will manage any issues that you may have with Xiologix personnel, vendor resources or general account management.
- **Internal Support Team** – Xiologix engineering, sales support and order processing teams are there to answer your questions, assist in problem resolution and provide expert fulfillment and warranty support services.

With these resources we have been told by both our customers and vendors that we provide the best support to our customers in the region. Our success is measured by the success and satisfaction of our customers.



Managed IT Services



Proactive IT management that keeps your organization running smoothly

Your technology should support your organization, not create more work for your team. Xiologix Managed IT Services provides ongoing monitoring, maintenance, security, vendor management, and support to help keep your IT environment reliable, secure, and performing as it should. Whether you need fully managed IT services or additional support for your existing IT team, we provide the expertise and resources to meet your needs. Our team monitors your systems, applies patches and updates, helps protect against threats, verifies backups, coordinates with technology vendors, and addresses issues before they become larger problems. With experienced IT professionals supporting your environment, your team can stay focused on the work that matters most.

Infrastructure Monitoring & Management

We continuously monitor your IT environment to identify issues, performance concerns, and potential problems. When something needs attention, our team investigates and works toward a resolution.

Our Services Can Include:

- Architectural Design
- Configuration
- Identity & Access Management
- Installation
- Maintenance
- Managed & Co-Managed IT Services
- Managed Detection & Response
- Mobile Device Management
- Regulatory Compliance
- Risk Assessment
- Security Operations Center (SOC)
- Shadow IT Discovery
- Support
- WAN Optimization
- Zero Trust Architecture

Business Continuity & Backup

Protect your critical data and keep your organization prepared for unexpected disruptions. Our backup and business continuity solutions help ensure your data is securely backed up and available when you need it.

Project & Professional Services

When you need more than ongoing management, our team can help with technology projects and infrastructure improvements, including software installations, migrations, configurations, upgrades, and other custom projects.



MANAGED IT SERVICES



Help Desk Support

Get access to experienced IT professionals when you need support. Our U.S.-based Help Desk provides 24/7/365 assistance by phone, email, or web-based chat for a wide range of technology questions and issues.

Why Xiologix?

- ✓ Fast escalation paths
- ✓ U.S.-based engineers
- ✓ Security-first approach
- ✓ Multi-vendor expertise
- ✓ 24/7/365 support availability
- ✓ Single point of accountability
- ✓ Strategic guidance from senior engineers
- ✓ Proactive monitoring and maintenance

Microsoft Infrastructure Management

Many companies rely on Microsoft infrastructure to run their business. Our team provides expertise in license management and procurement, Active Directory management, user provisioning, tenant administration, Hyper-V and Exchange server configuration, security and compliance consulting, Microsoft 365 management and backup, and Azure DNS management.



Client Testimonials

"I have used Xiologix as our backup and storage vendor for years and have found them to be extremely knowledgeable, always deliver what they promise, and to frequently go above and beyond all support expectations. I really can't recommend them enough."

- Barry H., IT Support Manager

"I simply cannot overstate my satisfaction with Xiologix as a technology partner. Their exceptional service and support adds value far above that of any partner we've ever worked with."

- Jerad A., Infrastructure Coordinator

"Xiologix exercises a unique set of skills which I've often looked for in this industry. They are technically competent and yet so easy to work with. They have always placed our interest first and I appreciate their service."

- Ben W., IT Manager

"We searched long and hard for a new vendor to assist us in a complete server upgrade. We offered Xiologix the opportunity, and they came with their A game. They gained a quick understanding for our existing environment, offered some very good recommendations for improving the environment, and engineered a new server infrastructure that will grow with us, well into the future. Xiologix worked with us to stay on budget and brought our new systems up with zero impact to the Company. The ongoing support has been terrific. They are always available for questions, training, and troubleshooting."

- Kerry K., Information Services Operations Manager

"Great people, great expertise, and you end up with a great support relationship when the project is complete."

- Trevor A., IT Manager

"Xiologix helped us through a major SAN and Virtual Server upgrade. Their professionalism and expertise made the project extremely smooth and stress-free. Our end users didn't notice anything except a dramatic improvement in performance!"

- Dave B., Network Administrator

"For over 10 years, Xiologix has consistently provided our company with cost effective solutions and the best support I have received from any vendor. Their outstanding service makes my IT team successful."

- Ferdinand S., IT Manager





Thank You!



Contact Information



XIOLOGIX.COM



INFO@XIOLOGIX.COM



(503) 691-4364 | TOLL FREE: (888) 492-6843



HQ: 8215 SW TUALATIN-SHERWOOD RD #200, TUALATIN, OR 97062

STAY CONNECTED

