



**XTERRA**

IT MANAGED SERVICES

# THE INSIGHT TO OUTPERFORM





# TECHNOLOGY CHALLENGES CONTINUE TO ESCALATE

Cyber-security  
threats

Growing IT  
costs

Maintaining  
revenue growth

Competitive  
pressures

## We get it: successfully managing today's IT landscape is more than daunting task.

The IT universe is expanding in its complexity and increasing its favorable and unfavorable impact on today's growing and evolving organizations.

**IT Leaders are overwhelmed.** Millions of working professionals have evolved to the new normal of working remotely. IT staff have had to quickly respond with new strategies to improve communication and collaboration in a new virtual world.

**Organizations must continue a hard focus on IT security.** Forty percent of IT decision-makers admit they have significant cybersecurity skills gaps on their teams. It's also recognized as the most challenging hiring area in IT.

**The skills gap is widening.** Over 80% of North American IT departments have skills gaps. Globally, IT skills gaps have increased by 155% in three years. It can be ignored no longer: a lack of necessary skills can be a catalyst for more employee stress, deployment delays, and higher operating costs.

**Digital transformation can seem out of reach.** The fact is, technology no longer represents a sustainable competitive advantage. It now plays a supporting role for people with the right skills. Expertise is needed now more than ever to manage and seamlessly implement all of the new technologies.

**No one can ignore the opportunities of cloud computing.** From AI to IoT, cloud is the ultimate enabler. Cloud establishes an extensible gateway to new channels of revenue. Professionals are needed to capitalize on this technology, and the reality is, there aren't enough of them.



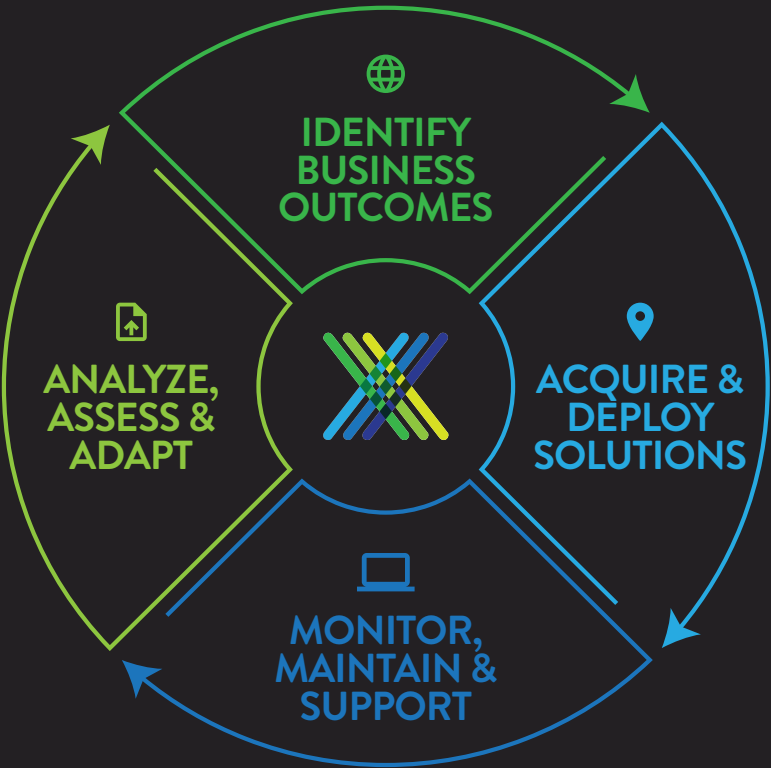
# Xterra's full to co-managed IT services will work seamlessly in your organization.

Whether we complement your existing IT resources or provide turnkey IT Managed Services; we're committed to providing consistent value to maximize your technology investment. Beyond that, we feel our unique pricing model and performance guarantees define us as providing exceptional and predictable value. It's how we bring new confidence to any IT strategy. Which, for all of our clients, is a need that hits pretty close to home.

We've lived the doubt and uncertainty of not having the level of technical support needed to stay focused on mission-critical goals. Today, we bring to the table that empathy combined with hard-won experience to ensure you achieve the best outcomes to any technology challenge.

**WE WALK THE TALK**

Xterra offers these guarantees:  
**ZERO** unscheduled downtime  
**100% Satisfaction** guaranteed



## Our user-based IT support framework delivers a predictable spend paired with an exceptional service experience.

The Xterra IT Managed Services offering is the result of years of successful and innovative technology support. We believe we've struck the ideal balance between cost and immense value to empower organizations to thrive and grow their potential.

Our pricing model; based solely on a per-user formula, dramatically reducing any cost variability. - no more surprise change orders that disrupt your IT budget.

We're one part technology pathfinders, one part operational trailblazers, and one big part deeply experienced IT guides. So you can trust us to help define where you need to go and ensure the journey is enjoyably smooth.

**IT'S TIME TO REDUCE YOUR CYBERSECURITY RISK**

**Xterra's Managed Security Practice** focuses on one goal: defend your organization from growing and increasingly sophisticated, targeted cybercrime threats. Day-to-day, and adhering to the NIST Cybersecurity Framework, we handle the defense of your infrastructure by monitoring your network, systems, endpoints, and data, 24/7.

**CONTROLLING YOUR IT SPEND STARTS RIGHT HERE**

**IT cost reduction** is the process of identifying and eliminating sources of waste, underutilization, or low business value within the IT budget. It's probably more accurately referred to as IT cost optimization, with the net result yielding savings that can reduce the size of the IT budget or be re-purposed into new technology to drive business innovation and growth. Xterra is focused on finding the efficiencies in any environment.

**CONNECT MODERN IT SUPPORT WITH REVENUE GROWTH**

**Technology is a crucial component** that enables any business to grow. It enhances processes, unites teams, and creates additional value for customers while streamlining operational costs. At Xterra, we are committed to identifying, implementing, and supporting those technologies that directly affect a company's ability to grow top-line revenue and bottom-line efficiencies.

**EMPOWER YOUR ORGANIZATIONS' CULTURE OF INNOVATION**

**Building a culture of innovation** is easier said than done - but well worth doing. It creates a consistent flow of ideas for improvements, new products, innovative services, and digital transformation. At Xterra, we understand that this culture mandates an IT environment that supports it through hyper efficiencies, enhanced communications, new technologies and the ability to re-purpose team members away from repetitive and redundant tasks.

# EXCELLENT PARTNERS

Definitely judge us by the company we keep: here are just a few of the technology innovators we're proud to call partners.



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“I’m able to partner with somebody that I trust; it’s the only way my company survives. I can’t go a day without Xterra. They’re amazing.”

- Mitzie

“

“I can’t say enough about Xterra. They’re amazing. They really are. They’re top notch.”

- Josephine

“

“What Xterra is offering as a service to me is far and above that of most managed service providers that I’ve ever dealt with.”

- Josh

“

“Xterra just hits the sweet spot of us. For us, they’re the right size. They’re fast on their feet. They have skills. It’s been a good fit.”

- Charley

“

“Their local, available, but more than anything that they really pay attention to us, and they work with us very closely. They’ve been a real partner, and that’s been great.”

- Eli

A true partnership, based on trust and transparency, brings out the best of both organizations.

**At Xterra, we know that you want to be an organization powered and protected by technology.** To do that, you need a worry-free IT strategy. The problem is your current IT support provider is unable to keep your technology secure and doesn't have the right resources to solve your problems. This reality makes you feel vulnerable since IT isn't at the core of your business model. We believe every business deserves high quality and secure IT services at a reasonable price. That's precisely why we've successfully provided white glove IT managed services to demanding San Francisco-based businesses for over ten years.

**It all starts with a brief discovery call.** And in the meantime, imagine the positive impact when your technology and security are managed proactively using a proven framework - all backed with a no-downtime guarantee and an unconditional money-back guarantee.

We'd love to connect. Email us at [sales@XterraSolutions.com](mailto:sales@XterraSolutions.com) or call us at **888-343-0720**.



## TRUST IS HOW WE EARN OUR CLIENTS

While the spectrum of our clientele is quite broad: from FinTech to government, from legal to retail, the common denominator for these relationships has been our commitment to always act in their best interests.



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SHARTSIS FRIESE LLP





**HOW WE THINK.** At any stage of your organization's innovation journey, one thing is clear: identifying your IT Innovation ROI is complex and multi-layered. Innovation can carry the power to transform an organization and provide positive change. At Xterra, we recognize that the positive impact of technology can be significant. However, we also see the profound impact technology can have on the humans who rely on it to better their capacity to grow their potential, both as individuals and as part of a team. We're honored to be trusted guides to our clients on this journey and confident that we'll discover new potential together.

“

**I feel our deep experience in successfully managing complex IT environments provides our clients with the confidence to move their agenda forward. For them and us, it does give the insight to outperform.”**

- David Park | CEO, Xterra Solutions



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