



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 a daunting task.

When technology fails, businesses can't function.
Keeping technology online and secure is a burden that
can overwhelm even technology professionals.

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 The fact is, technology no longer represents a sustainable competitive advantage.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.

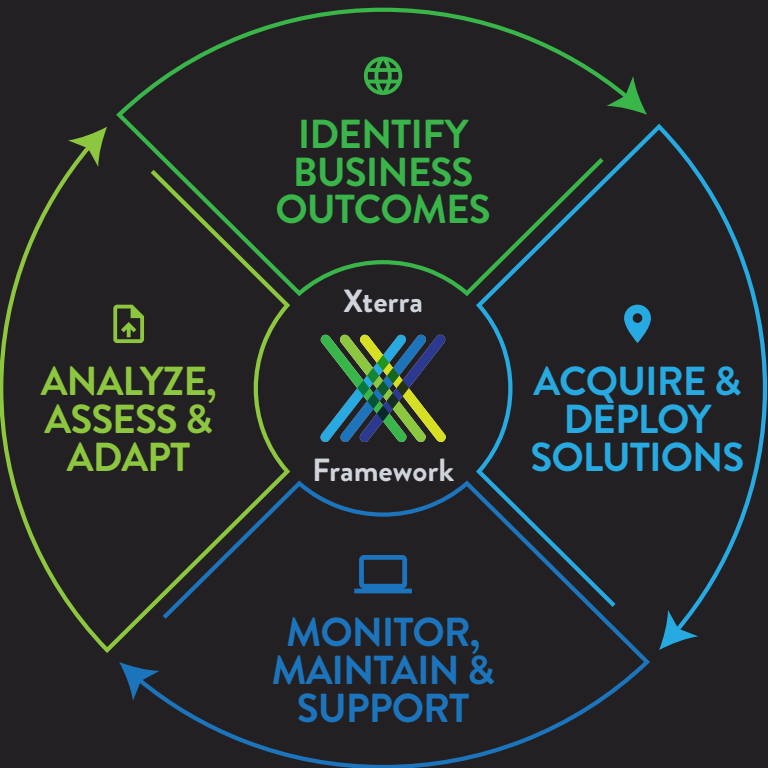
Xterra's full to co-managed IT services will work seamlessly in your organization.

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

Reduce the cyber risk to your organization.

We live in a security-first world. We go to great lengths to architect and support a modern cyber security framework to protect your users and organization from external threats and bad actors.

CONTROLLING YOUR IT SPEND STARTS RIGHT HERE

Gain control of your total IT spend.

Our unique user-based pricing model and budget methodology ensures a control layer to manage your IT budget. As a result, you gain visibility to your IT investments while eliminating unforeseen expenses.

CONNECT MODERN IT SUPPORT WITH REVENUE GROWTH

Increase revenue with dependable technology.

A well-architected and implemented IT service has an optimizing effect on your users and organization as a whole. Downtime has a cost, with increased uptime and productivity the ability to grow your bottom line is real.

EMPOWER YOUR ORGANIZATIONS' CULTURE OF INNOVATION

Foster true innovation and collaborate everywhere.

Technology's evolution to our new normal has demanded of us both new tools and methods of working with existing tech. This will increase your ability to find new potentials in how we innovate together, no matter where or when.

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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“They have a lot of individuals on the team that are segmented. It’s nice to have experts in each area. If there’s a specific area I’m looking for, they have the people in-house to do it.”



Anthony Vitale
SVP/CIO Chief Information Officer,
SF Fire Credit Union

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“Life is a lot better with Xterra. I feel confident that our technology is working and will continue to work. They make it so that it’s easier for our staff to work productively all the time. Working with Xterra gives me certainty. They’re holding your hand and taking you through what you need to get through.”



Gail Quan
Director of Legal, Operations, and People,
OneJustice

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“It’s great with Xterra. They get our business, and so there’s a lot of nuances to the venture world. I can once again focus on being a CFO, so I’m able to step back and do what I do best and not have to worry about IT. I can give it to Xterra, let them take the ball and they can handle any issues as they come up.”



Pat Reilly
CFO,
Headline

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“Xterra’s got expertise in areas where I really need it, and they’ve been doing a really great job. It’s been a big, big plus for us.”



Charlie Lamm
CIO,
Pisces Inc.

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

THE INSIGHT TO OUTPERFORM | XTERRA

If your business’s IT service demands have left you feeling vulnerable or overloaded, you’re in the right place. When technology fails, businesses can’t function. Keeping technology online and secure is a burden that can overwhelm even technology professionals.

At Xterra, we’ve built a support framework to provide you high quality IT managed services at a fraction of the cost of hiring your own team. Our IT Managed Service gives you the peace of mind to focus on your business. After all, we believe every business should be able to depend on technology to make their business thrive.

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 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.



GOLDEN GATE
UNIVERSITY



FHLBank
San Francisco

CCoA California College
of the Arts



SF.GOV

miro

bull stockwell allen



SHARTSIS FRIESE LLP



*Venture Capitol, Private Equity and Investment Firm references furnished upon request and approval.

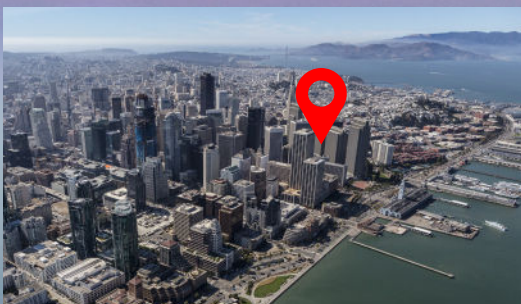


HOW WE THINK. At any stage of your organization's innovation journey, one thing is clear: identifying your IT Innovation ROI is complex and multi-layered. Innovation can carry the power to transform an organization and provide positive change. At Xterra, we recognize that the positive impact of technology 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.

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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 J. Park | CEO, Xterra Solutions



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