



Overview

XS International, Inc.

Increasing ROI Throughout the IT Life-cycle



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Company Fact Sheet

Year Founded

Founded in 1990, XSi has been one of the pioneers in the reuse of IT assets and the founder of aftermarkets in UNIX servers, High Performance Clusters and Visualization systems. XSi was also the first to convince the U.S. Federal Government to purchase refurbished instead of new equipment, and consequently was the first company to be awarded a GSA Schedule for refurbished equipment.

Business

XSi International is an information technology and services company that extends the life of IT assets to increase the return on investment and provides a green alternative to the energy and materials used in manufacturing new equipment. In addition to achieving the highest remarketing value from excess IT assets, XSi helps lower costs by selling refurbished equipment, providing third party maintenance and offering I.T. Asset Disposition (ITAD) services. XSi services over 3,300 customers in more than 30 countries and boasts a 99.98% customer satisfaction index.

Environmental

Compliance with government legislation and safekeeping of the environment are at the forefront of XSi services. Core competencies in the areas of asset recovery and disposal are the foundation for a broad range of asset disposition services including asset management, data elimination, on-site drive destruction and logistics. Comprehensive ITAD processes, built on Lean Six Sigma principles, provide complete chain of custody controls to adhere to DoD, NSA, GLB, and SOX requirements.

Divisions and Offerings

- AvarSYS, Inc.
 - IBM, HP & Dell High Performance Computing & Advanced Visualization
 - DataCenter Solutions
 - Server Consolidation and Virtualization Solutions

- XS Asset Recovery
 - Global Asset Recovery Centers
 - International remarketing
 - IT Recycling & Disposal

- XSnet Products
 - High-quality refurbished systems
 - IBM, Sun, HP, SGI, LNXI, Dell, Cisco, Etc.

- XS Maintenance & Support
 - Cross-platform support for Linux, UNIX, Microsoft and Proprietary OS
 - Alternative to Cisco SMARTnet™
 - Onsite & depot support for most IT equipment

Ownership

XSi is a wholly owned subsidiary of Bone International Holdings.

Executive Management

- Todd A. Bone, CEO
- H. West Richards, Vice President of Business Development
- Harry Carey, Director of Strategic Business
- Fred Hughes, Chief Operations Officer

Headquarters

1005 Alderman Drive, Suite 212-214
Alpharetta, GA 30005
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Company Overview

XS International is an information technology and services company that extends the life of IT assets to increase the return on investment and provides a green alternative to the energy and materials used in manufacturing new equipment. Started in 1990, XSi has been one of the pioneers in the reuse of IT assets and the founder of aftermarkets in UNIX servers, High Performance Clusters and Visualization systems. XSi was also the first company to be awarded a refurbished GSA Schedule. In addition to achieving the highest remarketing value from excess IT assets, XSi helps lower costs by providing third party maintenance and asset disposition (ITAD) services. XSi services over 3,300 customers in more than 30 countries and boasts a 99.98% customer satisfaction index.

Compliance with government legislation and safekeeping of the environment are at the forefront of XSi services. Core competencies in the areas of asset recovery and disposal are the foundation for a broad range of asset disposal services including asset management, data elimination, on-site drive destruction and logistics. Comprehensive ITAD processes, built on Lean Six Sigma principles, provide complete chain of custody controls to adhere to DoD, NSA, GLB, and SOX requirements.

XSi also enjoys strong partnerships with industry leaders in servers, storage and software, such as IBM and Dell. Many companies have already embraced consolidated vendoring, as evidenced by XSi's broad successes with companies such as:

ABC	The Coca-Cola Company	ESPN	Home Depot	Museo de Monterey	Procter and Gamble	United States Air Force
AT&T	Cotton, Inc.	Emory University	Institute fur Informatik	NASA	Savannah College of Art and Design	United States Army
Alcoa	Crawford Communications	Exxon	Iwerks Entertainment	National Institutes of Health	Raytheon	United States Geological Survey
Alias / Wavefront	Defense Research	Fermi Labs	Lear Corporation	National Research Council	Siemens	United States Marine Corps
Amoco Polymers	Department of the Interior	Fox	Lockheed Martin	NBC	Stanford University	United States National Guard
Boeing	Department of National Defense	Fox Sports	Los Alamos National Laboratories	NFL Films	Stockholm University	United States Navy
CBS	Dow Corning Corporation	GE Plastics	MGM	Nickelodeon	TRW, Inc.	United States Space Warfare Command
CNN	Dow Chemical Corporation	Georgia State University	Moen Faucets	Ohio State University	Texaco	University of California
Chevron	Discovery Channel	Georgia Institute of Technology	Motorola	Pixar	Turner Entertainment	University of Georgia
Click 3X	Disney	Harvard University	MTV Networks	PGA Tour Production	Universal Studios	



Company History

The story of XS International, in a sense, began in 1951 with the introduction of the first commercial computer. The Universal Automatic Computer or UNIVAC was a computer milestone achieved by Dr. Presper Eckert and Dr. John Mauchly. The UNIVAC was commissioned by the United States Census Bureau to deal with the exploding U.S. population. A few years later, a presently more recognizable name entered the picture - International Business Machines (IBM). The year 1953 saw the development of IBM's 701 EDPM, which, according to IBM, was the first commercially successful general-purpose computer.

The Quest for A Solution

Over forty years later, as the mound of eWaste rose, so did the need for the I.T. Aftermarket. Todd A. Bone was working for a disk storage reseller in Atlanta, Georgia when he had a brainstorm. Back then, new disk drives being installed into a mainframe were deemed as "bad" if they had too many flaws. "Theoretically, [those drives] were bad, but we would buy bad drives and run a Wilson Tester which output a flaw map. Certain mainframes could accept drives with more flaws than others. Based on the number of flaws, a disk drive that was "bad" on one mainframe could be good on another," Bone explains. "We discovered a disk drive aftermarket." Bone started analyzing the mainframe and high performance computing markets where he found niche areas. For example, a manufacturer of a Resonance Imaging System would upgrade the integrated computer causing the old computer to become excess equipment. That same computer was also used in Flight Simulators. XS International was founded to repurpose and reuse excess IT equipment. Today, companies create an excess of perfectly good servers through activities such as server consolidation to reduce facility footprint, cooling requirements, licensing and system administration. "With this excess equipment, we started helping companies save on IT infrastructure costs by providing refurbished computer equipment at up to 70 percent less than new" he adds.

Todd A. Bone started XS International, Inc. with \$4,000 from his own pocket and a \$40,000 loan from his father—which he paid back within 50 days. That was in 1990. In 1994 XSi moved to its headquarters to the Windward Business District in Alpharetta, Georgia. Today, XSi has offices in Atlanta, Salt Lake City, Montreal, London, Sao Paulo and Buenos Aires and an even larger coverage thanks to formal global partnerships.

Refurbished Equipment

Today, XSi offers refurbished equipment through XSnet.com. XSnet specializes in high-quality refurbished systems including IBM, SUN, HP, SGI, Dell and Lenovo at major discounts off of manufacturer list prices. In addition, XSi remarkets a full range of Desktops, Laptops, Networking and Storage equipment from the same enterprise manufacturers as well as Hitachi, EMC, Cisco, Juniper and more. End-user IT organizations trust the quality of XSnet equipment, commitment to on-time delivery, and superior service. While XSnet also sells to resellers and systems integrators in the US and Internationally, XSnet's focus on end-users—including enterprise IT departments, government contractors and the Federal Government—sets XSnet apart.

XSnet offers the services and support that end-users require. XSi certified technicians fully test, configure and refurbish all equipment at our static-controlled (ESD rated) facility. The XSi Refurbishment Process guarantees a high quality system at a price that will suit any budget and is as follows:

A Division for New Solutions

AvarSYS, Inc. was formed in 2004 to provide new HPC, Visualization Solutions as well as Server Consolidation and Virtualization. While only some applications require the latest and greatest, AvarSYS is able to provide those solutions.

The Need for Asset Recovery

XS Asset Recovery was formed to procure the equipment to refurbish and to assist companies recover residual value from their IT assets. Old enterprise computing equipment and personal computers still have value, although they are rapidly depreciating. IT assets can be classified as old, retired, and idle because of technology upgrades, migration or consolidation initiatives, lease expirations, or merger and acquisition activities. In any case, there is IT equipment that must be removed from service.



XS Asset Recovery is able to recover more capital and remove the dead weight from retired / unused / end-of-life IT assets while remaining compliant with governmental and environmental regulations. Through a disciplined, specialized and proven methodology, XSi is able to maximize the value received from assets. Only XSi leverages 18 years experience in remarketing refurbished IT equipment to the International end-user market. XSi customers buy at retail prices, so they avoid dealing with middlemen who only pay wholesale rates.

In 2008, XSi partnered with CloudBlue, an electronics recycling and disposal company. This agreement has given XSi some financial backing to create innovative disaster recovery scenarios in addition to being able to fully service the customer with every aspect of IT Asset Disposition.

The Need for Service

XSi's XS Maintenance & Support provides comprehensive, flexible services and support for all of your hardware maintenance needs. A variety of service offerings including hardware and network maintenance, operating system support, warranty services, integration services and asset management can be tailored to meet the customer's needs.

Whether a business has one location or is distributed around the globe, XSi delivers expertise and resources for a broad range of IT services. With a network of over 24,000 support technicians, XS Maintenance & Support covers North, South, and Central America, Western Europe, Asia and the Pacific Rim.

XS Maintenance & Support eliminates the need to deal with multiple OEM service organizations. XSi provides umbrella services for a wide variety of systems.

"Our maintenance services are targeted at extending the life of a customer's IT investment. Manufacturers focus on selling new hardware and often discontinue service on equipment installed in the field causing End of Life (EOL). This forces customers into an IT refresh. XSi maintains equipment after the initial warranty period runs out and also maintains End of Life equipment." says Todd A. Bone.

Doing business with XS International

XSi's business was built on partnerships. The following are areas to contact XSi regarding partnerships:

- New hardware and software
- Remarketing departments of I.T. leasing companies,
- Federal Systems Integrators
- IDIQ and other government contractors with I.T. schedules
- 8(a) and other disadvantaged government contractors
- Field maintenance organization
- I.T. recycling companies
- Data Center Construction Firms
- Resellers located outside the United States
- Sales lead agents
- Government Entities interested in building I.T. Recycling Facilities



EXECUTIVE MANAGEMENT

Todd A. Bone, Chief Executive Officer

Todd Bone has 18 years experience in the start-up, development and management of IT solution companies. He has won major IT sales contracts with Fortune 1000 and Global 2000 companies as well as Federal Contractors and the Federal Government. He has managed multiple companies, developed e-marketplaces, established consulting practices, moderated numerous work sessions, managed multi-million dollar projects simultaneously while working through the acquisition of one of his companies.

Todd received a Bachelor of Science in Finance from The Ohio State University. His career includes being Founder and CEO of XS International, Inc. and AvarSYS, Inc.; Founder and Managing Partner of MaxCommerce, Inc., an International award-winning Internet Consulting Firm; and Co-Founder and CTO of the Renovo Group, Inc., an idle asset IT e-marketplace. He is currently serving as President of the Entrepreneur Organization's Atlanta Chapter with over 110 members.

H. West Richards, Vice President of Business Development

West has over 20 years experience including leading Business Development efforts for Grand Central Solutions, co-founding K2 Consulting, and positions for Andersen Consulting, PMG.net, Troutman Sanders, Georgia Institute of Technology, Virtual University International and the United States House of Representatives.

West began his career in public service as a Congressional staffer serving in the United States House of Representatives and was the youngest person at that time to hold the title of Chief of Staff. West also helped launch The Georgia Electronic Commerce Association, LLC, Georgia's first non-profit Internet lobbying group. West earned his undergraduate degree in Management at Carnegie-Mellon University.

Harry Carey, Director of Strategic Business

Harry has spent the last 30 years specializing in integrating technologies into the full enterprise equation to produce economic and effective organizational results in various vertical markets. He has successfully directed major business development efforts in commercial, scientific, federal government and International computing markets. His career includes various roles at GE, Honeywell, Data General, Concurrent Computer, Hitachi Data Systems, Clarion and System Integrators. He also is a decorated Vietnam combat Platoon Leader. Harry earned a Bachelor of Science Degree in Education from Norwich University in Northfield, Vermont.

Robert (Bob) Bone, Chief Financial Officer

Bob Bone has over 40 years of expertise in accounting, sales, plant management, inventory control systems, labor contract negotiations, and distribution networks. Respected for his comprehensive knowledge of distribution systems, route sales, organization and transportation management, Bob was once a consultant where knowledge of hazardous waste and compliance with environmental regulations was of primary importance.

Bob is a graduate of Ohio State University's Executive Development Program but began his education within the United States Army serving active duty for two years and active and inactive reserves for an additional four years.

Fred Hughes, Chief Operations Officer

Fred Hughes brings 20+ years of broad experience including highly parallel grid computing, digital analytics and data development and distribution, Web and multiplatform integration, high availability OLTP, enterprise architecture development, software development methodologies, and large scale computer operations. Fred is a senior technology executive in the High Performance Computing space with broad business experience, including significant sales and marketing exposure. Other prior experience includes the position of Senior Vice President of Software at Equifax, Inc., immediately following Equifax's acquisition of IMPERITEK, where Fred served as President and CEO for over 3 years.

Fred holds a Bachelor of Science Degree from University of South Carolina and a Masters Degree from the University of Miami.



XS*i* Milestones

1990

- XS International is founded.
- XS*i* founded the secondary markets in Concurrent RTU (Masscomp) and Silicon Graphics Inc (SGI)
- XS*i* is one of the first re-marketers of Sun Microsystems and AT&T (Unix)

1991

- XS*i* signs an agreement to with AT&T SMOC center to remarket AT&T equipment
- XS*i* begins selling Concurrent (Masscomp) and Sun Microsystems equipment to the federal government

1994

- XS*i* moves to its current headquarters in Alpharetta, Georgia

1997

- XS*i* begins remarketing HP equipment

1998

- XS*i* begins remarketing IBM equipment
- XS*i* becomes an Intergraph business partner

2001

- XS*i* begins selling I.T. Asset Disposition Services

2002

- XS*i* is awarded the first ever GSA schedule for refurbished equipment, #GS-35F-0751M through 2007

2003

- Todd Bone, XS*i* CEO is featured in Catalyst Magazine's September issue.
- XS*i* begins field maintenance services division

2005

- AvarSYS becomes an IBM Business Partner
- XS*i* opens office in London, UK
- XS*i* signs worldwide agreements with field maintenance service partners

2006

- XS*i* opens Latin American offices in Buenos Aires, Argentina and Sao Paulo, Brazil
- XS*i* is featured on World Business Review with Alexander Haig
- AvarSYS becomes IBM's exclusive North American partner for Advanced Visualization Systems
- AvarSYS joins forces with the IBM Federal Team
- XS*i* publishes a whitepaper on IT Maintenance on ImmediateCare™

2007

- XS*i* GSA schedule renewal awarded through 2012

2008

- XS*i* promises support to LNXI customers after Linux Networx closes its doors
- CEO, Todd Bone, is seated as Entrepreneurs' Organization Atlanta's chapter President
- XS*i* is selected for the Best of Alpharetta Award
- XS*i* Alternative to Cisco SMARTnet™ is announced
- XS*i* announces its SmartSourcing™ Maintenance and Support Portfolio
- XS*i* publishes a whitepaper on IT Asset Disposition
- XS*i* partners with CloudBlue to enhance its IT asset disposal offerings



Frequently Asked Questions

XSnet Products

Is xsnet.com a secure site?

Yes, our checkout area is an Authentic Site secured by SSL. When you enter a secure area of our site a message will appear in your window and a padlock will appear in your status bar. When you use your credit card on xsnet.com, your purchase is safeguarded. The transmission of sensitive data from our site is protected by SSL (Secure Sockets Layer), a proven coding system that allows your browser to automatically encrypt or scramble data before you send it. All your personal information resides on our secure servers where only our software decrypts and unscrambles it. Thawte states that, "Authentic Sites use Thawte SSL Web Server Certificates to offer secure communications by encrypting all data to and from the site. Thawte has checked and verified the company registration documents and the site's registered domain name." This information is included in the SSL certificate that we issue. This enables you to check the site's validity yourself. Always check a site's certificate before entering any sensitive information. You can view the site's digital certificate directly: Click on the gold padlock on the bottom left of the screen to bring up details of the SSL certificate.

Can I still purchase by Purchase Order?

Yes, you can by calling +1.770.740.0040 and speaking to your Sales Representative.

What are my payment options?

XS accepts the following forms of payment

- VISA*
- MasterCard*
- AMEX*
- I.M.P.A.C*
- Wire Transfer - (International Customers)

Please contact your sales representative at +1.770.740.0040 for our bank routing and account number.

*The billing address of the card must be supplied for acceptance.

Will I get a Warranty?

All products sold by XS are either covered by an XS warranty or an original manufacturers warranty, unless otherwise noted. If the item should fail, please review the warranty information provided on the invoice. If the warranty is provided by one of our manufacturers please call the manufacturer directly for service.

To aid contacting the manufacturer, XS has supplied manufacturer contact numbers on our web site. If the warranty is covered by XS, please call XS technical support to request a Return Materials Authorization (RMA).

What are the Warranty Terms and Conditions?

All warranties begin on the day of shipment from our or our vendor's facility. Unauthorized repair or alteration of the product(s) voids this warranty. This warranty excludes damage from shipping, user misuse or user negligence.

What is an RMA and how do I obtain it?

All products warranted by XS come with a 30 day warranty (unless otherwise noted). To obtain an RMA you will need to supply XS's technical support representatives with the following:

- Your invoice #
- The date of purchase
- The serial number of the item in question
- An explanation of the problem you are having

If the product is still covered by the warranty, you will be issued an RMA # and our support team will fax a form to be completed and returned with the product. Unless the item is Dead on Arrival (DOA), the customer will be responsible for the shipment back to our facility and XS will cover shipment back to the customer. All warranty items will be repaired or exchanged within 5-7 days of receipt at XS. This is our guarantee.



Frequently Asked Questions (cont.)

Note: for U.S. customers only - it is XS' policy (not guarantee) to provide advanced exchange service for any item covered under an XS warranty. All warranties covered by the original manufacturers warranty are limited to that manufacturers warranty policy.

What taxes will my company have to pay?

All products will be subject to US state sales tax, import duties, or Internet tax (if ever instated). While XS may not be responsible for collecting these taxes in your respective state, by accepting our shipments you agree to be ultimately responsible for these taxes as they relate to the products you purchase from XS. XS does collect sales tax in the state of Georgia.

How will my order be shipped?

All online orders will be shipped through FedEx.

What are the Shipping Terms?

The Shipping Terms at XS are FOB Origin, which means that our customers pay for shipping from XS or from our vendor to their facility.

What service charge will I pay if my payment is late?

Invoices not paid within the specified timeframe (see above) will carry a service charge of 1 1/2% per month

What is the return policy?

All sales are final unless agreed to on a case-by-case basis.

What is your Governing Law statement?

All disputes are settled by mediation and governed by the state of Georgia.

How is my Advanced Exchange Maintenance Contract processed?

All items covered by an additional advanced exchange maintenance contract are processed the same as an RMA, but will be given priority service by our technical representatives.

What is your Privacy Policy?

Take a moment to read our Privacy Policy Terms and Conditions of Use available at <http://www.xsnet.com/retail/home.privacy.asp>.

Where can I find Help with the Online Checkout procedure?

Check out our Help feature for the Checkout procedure. You can also access help anytime through the help link at the bottom of each page.

XS Asset RecoverySM

What is Asset Recovery?

Asset recovery is the practice of getting any possible residual value out of capital assets. Asset Recovery can be applied to any capital asset, from furniture to heavy equipment.

Why can't my Facilities Manager, Asset Recovery Firm, Bankruptcy Manager or Liquidator do this for me?

Asset Recovery firms could handle it, but generally they do not know the IT aftermarket or get the highest value for you. None of the aforementioned will get the highest possible value for you.



Frequently Asked Questions (cont.)

How does Asset Recovery work?

XS Asset RecoverySM recognizes 16 steps to proper IT Asset Recovery, to attain the highest return, and each step requires reports and documentation.

Why does your asset recovery methodology work so well?

The XS Asset RecoverySM Methodology leverages more than 18 years of specializing in the Information Technology aftermarket. We remarket IT equipment to end-users. Our expertise and retail customer base means we obtain the highest possible value for your IT assets. To put it simply, we can command a “used retail” price. Most other asset recovery operations sell through middlemen channels of brokers and dealers. They can only deliver a “used wholesale” value to you. We know because we buy from those channels.

What companies use you for Asset Recovery?

Our disciplined, specialized and proven asset recovery methodology has maximized the recovered capital for companies like Disney, Lego, AT&T, Harris Corporation, ILM, Lockheed Martin, Savvis, Savannah College of Art and Design, and Circuit City, among others.

Who do you remarket to?

Our extensive database of end-users, segmented by manufacturer, system type and industry, has over 18,000 contacts. Our list is far superior to anything available from list brokers and has never been sold. We also have a 18-year presence in the public sector including the first GSA schedule for refurbished IT equipment. Besides our customers and contacts, XS aggressively markets refurbished IT equipment to new markets.

What is your remarketing methodology?

After we receive, test, report, refurbish and inventory your IT assets, we deliver a comprehensive evaluation. XS will provide you with an itemized list of your marketable assets. We also give you access to a private portal to track your IT assets throughout the process. You can check on sales and recovered revenue on your schedule.

What do you do with the equipment if it cannot be remarketed?

When there is no remaining value in the asset, the equipment is processed by our recycling and disposal partner in accordance with governmental and environmental regulations.

What are your governmental and environmental policies?

XS understands the pressures companies now face to comply with governmental and environmental standards. The issues surrounding privacy concerns, waste restrictions and the potential liability that companies face today are complicated. XS makes sure our clients are in compliance with all regulations, including:

- Transfer of Title
- DOD 5220.22-M compliant overwrite, 3x or 7x
- Certificates of destruction
- Certificates of demanufacture, recycling or disposal
- Indemnification Certificates

XS adheres to a strict “No Landfill” policy and supports the Basel Convention, WEEE Directive and EPA guidelines. We partner with one of only three EPA and DOD contracted recycling and disposal facilities in the US. XS is proud to be undergoing certification for ISO-14001:2004, and we take seriously our good stewardship of the environment.

XS ensures that your non-functioning and non-marketable IT assets are demanufactured, recycled and disposed of following the strictest environmental guidelines. XS disassembles each system and recycles component parts, sorts and recycles scrap materials and provides material tracking. XS represents that all equipment will be dismantled, sorted and recycled according to all applicable federal and state laws and regulations.

How secure is our data?

XS recognizes the importance of securing our client’s data. XS operates a secure facility, performs background checks on all personnel who come into contact with storage devices, and conforms to U.S. Department of Defense (DOD) standard for data security.



Frequently Asked Questions (cont.)

Prior to remarketing and certain redeployment requirements, XS removes or destroys all company markings, including asset tags. We then sanitize any memory devices and/or storage compliant to DOD 5220.22-M. For non-functioning devices, or non-marketable assets, complete destruction of the drive is assured.

XS Maintenance & Support

What kind of maintenance and support plans do you offer?

XS Maintenance & Support plans vary based on the equipment, availability requirements and facility location. We have plans to accommodate any budget requirements. If you need technicians with government security clearances, we can provide those upon request. Our support offerings include:

- ImmediateCare Support—Get on-hand support for mission-critical systems to keep them continuously running. Our ImmediateCare program gives you the ability to diagnose and fix problems right away, backed by 7 x 24 x 365 technical support and on-site emergency service.
- CompleteCare Plus Support—Four-hour target response time from the time of dispatch for onsite help from a trained service professional Monday-Friday between 8:00 a.m. and 5:00 p.m. local time, excluding nationally recognized holidays.
- CompleteCare Support—Onsite help from a trained service professional Monday through Friday, 8:00 a.m. to 5:00 p.m. local time, excluding nationally recognized holidays.
- PartsCare— If you have the technical expertise in house to handle maintenance issues, you can contract with us to supply parts and components.
- TelephoneCare Support—Telephone support may be purchased in 5, 10 or 50-hour increments, on two different plans:
 1. If you need 24-hour technical support for critical systems, our international offices provide 7 x 24 x 365 telephone support worldwide.
 2. For less critical support, our Technical Phone Support Center provides assistance during the business hours of Monday through Friday, 9:00 a.m. to 6:00 p.m. Eastern Time (U.S.), excluding nationally recognized U.S. holidays.

Contact us to see which maintenance plan best fits your organization.

Do you repair parts?

Yes, in many cases you will save money by repairing parts, rather than replacing them. We can repair many parts and components, following our proven refurbishment process. XS International, Inc. has a very “organized” and sophisticated testing and refurbishment facility.

What kind of equipment can you test?

XS provides testing services for UNIX, Linux and Windows systems and components as well as all storage and networking equipment. This information is then emailed to our customer with images and cosmetics reports. We will let you know if the system, part or component can be repaired, and at what cost. We can even provide you with a cost comparison to better manage your TCO.



Frequently Asked Questions (cont.)

What about refurbishment?

Our technicians have extensive experience refurbishing a wide range of IT equipment. Since 85% of XS's sales are to end-user organizations with a large percentage to the Federal Government, we are required to have the highest standards of refurbishment in the business. Our company was built on our refurbishment process and customer service.

Do you offer international support?

Yes, in addition to its US offices in Atlanta, GA and Chicago, IL, XS Maintenance & Support provides on-site response within a 50km radius of the following cities supported by subsidiaries:

- Argentina—Buenos Aires
- Austria
- Australia— Adelaide, Brisbane, Canberra, Melbourne, Perth, and Sydney
- Belgium—Brussels and Luxembourg
- Brazil—Sao Paulo
- Canada—Belleville, Calgary, Edmonton, Halifax, Kitchener, London, Montreal, Ottawa, Quebec, Regina, Toronto, Vancouver, Victoria, and Winnipeg
- Denmark—Copenhagen and Aarhus
- Finland—Helsinki
- France—we service most of the French territory except some very low-density areas in the center. We service 70km (100km if motorway) around the following locations: Aix en Provence, Belfort, Bordeaux, Clermont-Ferrand, Cretail, Lille, Lyon, Montpellier, Nancy, Nantes, Nice, Orleans, Paris, Pau, Puteaux, Rennes, Strasbourg, Toulouse, and Tours.
- Germany—Berlin, Bremen, Cologne, Dortmund, Dresden, Dusseldorf, Frankfurt/Main, Hamburg, Karlsruhe, Kassel, Leipzig, Magdeburg, Munich, Nuernberg, Saarbruecken, and Stuttgart.
- Holland
- Ireland—Dublin
- Italy—Bari, Bologna, Cagliari, Firenze, Genova, Milano, Napoli, Padua, Palermo, Rome, Turin
- Japan—all major cities
- Malaysia— Kuala Lumpur
- Mexico—Mexico City and Monterrey
- Norway—Bergen, Oslo, and Stavanger
- New Zealand—Auckland, Hamilton and Wellington
- Singapore
- Spain—Barcelona and Madrid
- Sweden—Gothenburg, Kristianstad, and Stockholm
- Switzerland—Basel, Burn, Fribourg, Geneva, Lausanne, Lucerne, Lugano, St. Gallen, Solothurn, Winterthur, and Zurich
- United Kingdom—London, Edinburgh, Manchester, and Woking. All counties are supported.



Frequently Asked Questions (cont.)

AvarSYS, Inc.

What does AvarSYS do?

AvarSYS helps customers OPTIMIZE their business performance by improving the quality of their internal enterprise IT services. Our goal is to provide our customers seamless operations at lower costs with integrated management and automated services.

What solutions does AvarSYS provide?

AvarSYS provides:

- Consolidation & Migration to standardize platforms
 - Enterprise Grid Computing Solutions including:
 - Grid Architecture Consulting
 - Virtualization & Provisioning Solutions
 - Software Applications, Tools, Low-cost Servers, Storage and other Hardware
- Adaptive Resource Management Solutions
- Advanced Visualization Solutions
- Professional Services
- Hardware Maintenance & Support

Who are your partners?

We have aligned ourselves with globally recognized vendors that are at the forefront of delivering grid-enabled products and solutions including, but not limited to, Oracle, HP, IBM, Hitachi, Veritas, Quantum & Agilysys. AvarSYS is also a member of the Enterprise Grid Alliance.

What is the background of your team?

Our team is made up of IT experts that have held executive positions with major IT manufacturers, application manufacturers, system integrators, consulting firms and hardware and software maintenance organizations. We have extensive experience in consulting and the implementation of distributed computing, clustering, visualization, on-demand, infrastructure management, databases, UNIX, Linux and Windows. We also have deep experience with enterprise applications, servers, storage and communications hardware.

What's the history of AvarSYS?

AvarSYS was formed to address the issues and needs required by small and medium enterprises (SMEs). These companies stand to gain the most from improving technology utilization. Advanced Visualization and Enterprise Grid technologies can give SMEs a huge leg up in competitive advantage, cost savings and business agility.

AvarSYS is a wholly owned subsidiary of Bone International Holdings, a private company located in Atlanta, Georgia. BIH and its companies have over 15 years of proven history in providing enterprise solutions and services to Fortune 1000 & Global 2000 companies in banking, finance, manufacturing, entertainment, eBusiness, scientific and medical industries as well as government contractors and the federal government. AvarSYS was formed out of a team of members from BIH in early 2004 to focus on developing a Technology Utilization Practice.