

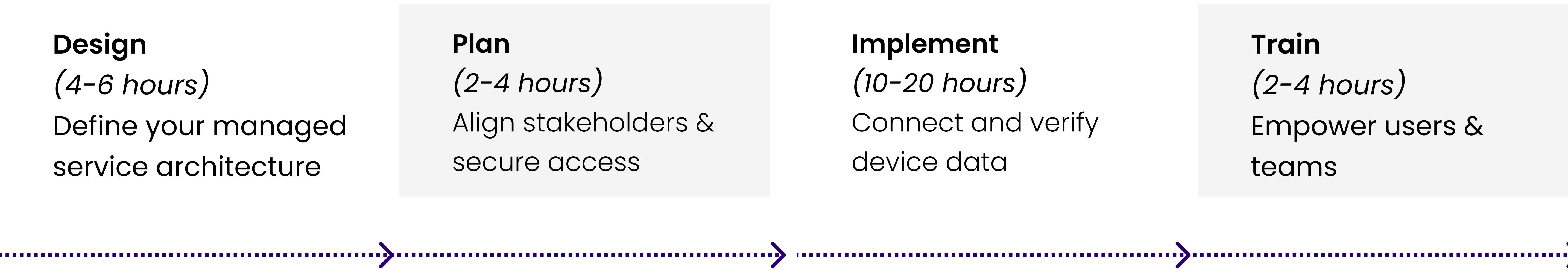


# Launching and scaling your managed services business with Xyte

Xyte empowers integrators and managed service providers to deliver proactive, profitable managed services that mutually benefit their customers.

This guide outlines how to design, implement, quote, and customize your Xyte-powered offering – so you can scale recurring revenue while delivering unmatched visibility and uptime for your customers.

## Implementation Framework



## How to Quote Your Service Package

Xyte advises dealers to bundle Xyte monitoring and management as part of a broader Service Package—not a separate public line item.

| Category                       | Includes                                                                                 |
|--------------------------------|------------------------------------------------------------------------------------------|
| On-Site Service & Installation | Labor for deployment, calibration, and reactive visits                                   |
| Extended Warranties            | OEM or dealer-provided hardware warranties                                               |
| Monitoring & Management        | Cloud-based monitoring, remote access, analytics, and proactive alerts (powered by Xyte) |
| Preventative Maintenance       | Scheduled system checks and updates                                                      |
| Training & Reporting           | End-user support, SLA reports, and service reviews                                       |



“Near the end of the RFP, we were able to pivot from an AV integrator pitch to an AV managed service provider pitch. With Xyte, we could show what proactive support looks like and honestly tell them, ‘If it breaks, we’ll call you.’” – **Bryce Etheridge, Account Executive, Sphere AV**

XYTE BEST PRACTICES FOR MSPS

Sample SLA Framework for Integrators

Here’s how you can evolve your service tiers with Xyte.

|                            | Professional                                                                                                                                                                            | Platinum                                                                                                                                                                                                                                        |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Monitoring & Visibility    | <div><div>✓</div>Remote monitoring &amp; dashboards (powered by Xyte)</div> <div><div>✓</div>Automated alerts</div>                                                                     | <div><div>✓</div>All Professional features</div> <div><div>✓</div>Predictive analytics &amp; AI insights</div> <div><div>✓</div>99.5% uptime commitment</div>                                                                                   |
| Support & Response         | <div><div>✓</div>Business-hours support (8x5)</div> <div><div>✓</div>Critical response in 1 hour</div> <div><div>✓</div>Next-business-day onsite</div>                                  | <div><div>✓</div>24/7 priority support</div> <div><div>✓</div>Critical response in 30 minutes</div> <div><div>✓</div>Onsite within 4 hours</div>                                                                                                |
| Maintenance & Optimization | <div><div>✓</div>1 preventative maintenance visit per year</div> <div><div>✓</div>Minor programming fine-tuning</div> <div><div>✓</div>Firmware/patch updates in 10 business days</div> | <div><div>✓</div>Quarterly system health reviews</div> <div><div>✓</div>Unlimited programming &amp; workflow optimization</div> <div><div>✓</div>Firmware updates in 3 bus. days</div> <div><div>✓</div>Lifecycle optimization consulting</div> |
| Onsite & End-User Services | <div><div>✓</div>Set number of onsite visits included annually</div> <div><div>✓</div>Discounted rates for additional visits</div>                                                      | <div><div>✓</div>Unlimited onsite service</div> <div><div>✓</div>End-user support (video/remote) User training</div> <div><div>✓</div>Manufacturer warranty handling</div>                                                                      |
| Reporting & Transparency   | <div><div>✓</div>Quarterly performance reports</div> <div><div>✓</div>Always-on customer portal access</div>                                                                            | <div><div>✓</div>Monthly executive reports (uptime, SLA compliance, utilization)</div> <div><div>✓</div>Sustainability/energy reporting</div> <div><div>✓</div>Quarterly service review meetings</div>                                          |



**Guideline:** Quote the entire Service Package as one line item on your proposal, applying your standard service margin. Internally, you may track the Xyte component as a sub-item (e.g., “Device Monitoring – powered by Xyte”).