Hardware, Networking and Software Design Services
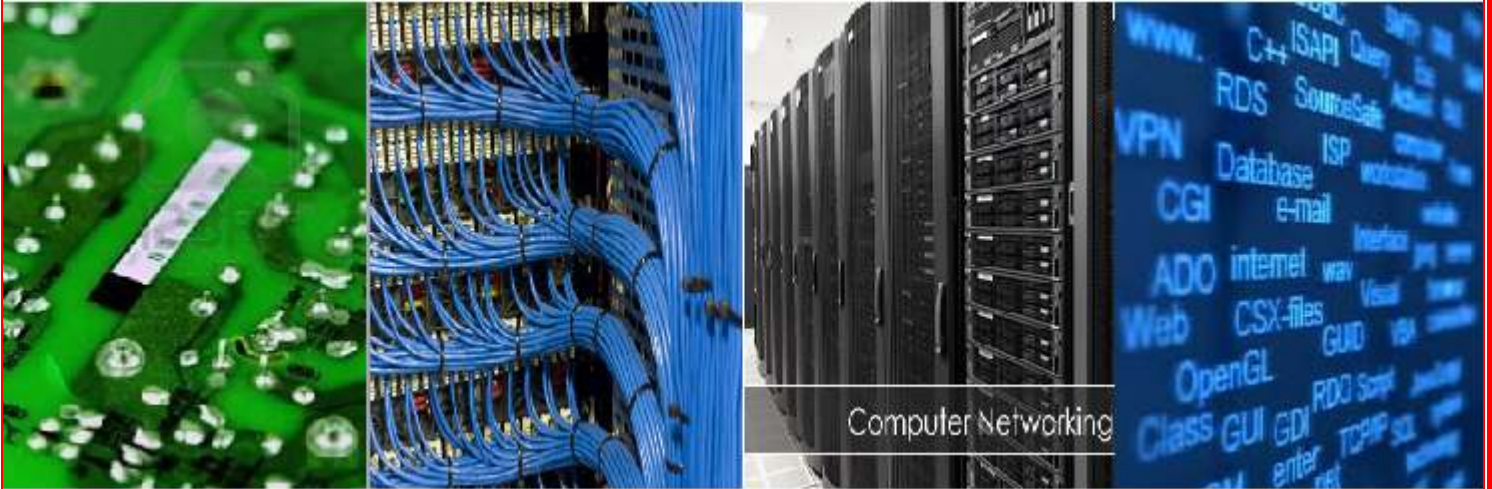
Hardware Services

R&D

At Xiacon, our in-house professional R&D team is dedicated to designing solutions to meet the most stringent criteria. Our commitment to R&D means 100% of our personnel and our office space is directly involved in hardware and software R&D activities.

Repair

One of the biggest challenges facing today's IT Management and procurement staff is servicing a wide range of hardware repair needs and keeping track of IT hardware devices and the associated maintenance contracts. Xiacon offers a complete range of printer and hardware service programs along with the ability to track all of your asset maintenance. Through selective business partners, Xiacon can provide a comprehensive repair, service and tracking program for all your printers, copiers, scanners and other business equipment.

Services

- Custom Computer Builds
- Single Wire or Whole Building Cabling
- MDF/IDF Consults and Installs
- Network Installs and Support
- Virus Detects and Removal
- Web Hosting and Design
- Off Site/Remote Backup Services

Preventative Maintenance Plans

Xiacon can support single and multi-year preventative maintenance protection agreements designed to keep equipment in top condition, including power system and battery inspections, workstation OS updates, manufacturer-recommended maintenance and other checks.

Customer Focused

- End-User Satisfaction - We back your contractual SLA commitments with field and call center support
- Cost Containment - Reduced Cost Per Resolution through analysis and metrics to continuously improve
- Access to Information - Daily management reports and real-time updates on all service activity
- Ease of Doing Business - Our procedures can be tailored to fit yours requirements

Network Management and Professional Services

Xiacon's Network Management and Professional Services apply proven methodologies to map every component of your worldwide network, pinpointing and removing weak links and obstacles. Furthermore our expert service team will highlight inconsistencies and suggest both short and long term opportunities to improve performance and resiliency whilst controlling cost.

Networks are increasingly complex entities. With a paradigm shift to cloud computing and the centralization of applications, the criticality of the network is more paramount than ever.

Value

Our solution architects evaluate your network assets, eliminate redundancies, maximize performance, and reduce carrier and maintenance costs. In the process of this evaluation Xiacon implements a reliable, high-performance global network that will effortlessly scale to meet your future demands.

Services

Network Assessment – We apply proven methodologies to audit and assess every network component and define any and all impediments to high performance.

Network Optimization – Using best-in-breed vendors, systems and service platforms, we develop a comprehensive strategy to refresh, update and integrate your network technologies. Xiacon enables seamless communications and accessibility to applications and data.

Network Management – As an industry-leading IT outsourcing partner, Xiacon will manage all your day-to-day network needs. Our rigorous, globally consistent processes will boost performance, while reducing costs – freeing you from administrative burdens to focus on other strategic business needs.

Carrier Management – Xiacon offers extensive experience managing all your carrier-related needs. As your single point of contact, we manage your internet service providers and hardware vendors and oversee all aspects of your product sourcing, procurement, and invoicing.

Network Services

- IT Consulting
- IT Support Services

Method Management

- Comprehensive Reporting
- Computer Audits, Inventory and Discovery

- IT Support
- Managed Services
- Network Design and Network Installation
- Network Solutions
- Network Support Plans
- Network Support Services
- Online Remote Data Backup
- Remote Repair and On-site Support
- Technical Support
- Vendor Transition Plan
- Certified Engineers
- Computer Repair
- Computer Support
- Disaster Recovery
- Helpdesk
- Hosted Exchange
- Email

- Cross Platform Support
- Endpoint Security
- Network Monitoring
- Network Policy Enforcement
- Patch Management
- Remote Desktop Management
- Software Deployment
- Trouble Ticketing
- User State Management

Customized Application Development

At Xiacon, we believe every organization is unique and therefore the needs of an organization are unique too. One product will not solve the problem of all the organizations. The answer lies in offering solutions that suit the nature of a particular organization and can help them streamline their processes. We provide a range of custom application development and we can cater to the complete product as well as offer component-based services. We have a strong foothold not only developing meaningful web applications but also in creating powerful desktop applications and applications for the mobile platform. We offer support for new business models, affordable application development, on time and quality centered delivery of custom application solutions.

Idea Generation
The first step towards the development of any application development is the conceptualizing an idea. At Xiacon, we appreciate if someone has an idea for developing a unique and a customized application. We have the infrastructure and the resources to give shape to your idea and see it turn into a full-fledged desktop, web or a mobile application.

Understanding Custom Application
When our clients come to us, we want them to completely understand on what we intend to offer them. Hence, we interact and understand what they need from us and also explain to them how our services can yield the desired results for their organization.

Creating strategies for Custom Application Development
As per the understanding, we create a roadmap and the right kind of strategies to initiate the development process. A complete detailed report on the procedure of developing the application is similar to planting the seeds for the initial phase of development. This covers the various cycles of product development, thereby providing a clear picture to the client on how and when the product will be developed. We help organizations to understand and decide what would be the right kind of application for them. Whether in need of a browser-based application, a desktop application, or a mobile application or a combination of all three, Xiacon will bridge the gaps..

Developing the Custom Application Development
Custom Application development is about using various technologies and tools to create a comprehensive application solution for our clients. Our team of professionals is skilled at different aspects of custom application development and is versatile in using a large number of tools to create customized applications.

Testing the Application
Before the deployment of execution of the product, it is important to test the product and we offer a suite of robust tools to perform accurate and precision based testing services. Our team of experts along with the requisite tools and expertise offer comprehensive testing services to ensure it is accurate, precise and helps in minimizing costs. Combining our specialized methodology along with a wide range of industry-standard testing tools, we are able to provide organizations with superior quality software and a competitive edge.

Migration and deployment of Custom Application Development
One of the major challenges that any organization may encounter is to make the application accessible in different environments and platforms. At Xiacon, we help in overcoming these challenges through the utilization of deployment experts. Our team will work specifically on establishing cross-platform compatibility and successful deployment of the applications.

Application Servicing and Maintenance:
All kinds of web applications and software require support and maintenance on ongoing basis due to application enhancement, integration of application, fixing technical issues etc. We specialize in offering comprehensive service and maintenance solutions that custom application support and maintenance, existing application support, business critical support, database application support, 3rd party system support and maintenance.

Custom Application Integration

At Xiacon, we seamlessly integrate custom application development into the existing applications in order to meet the desired business objectives. We use the industry standard development and middleware integrate applications as well as interfaces with multiple software packages.

About Xiacon

Xiacon, Inc., a private corporation founded in 2000, is a computer hardware services and software systems developer of compliance based solutions for the Mortgage Banking, Pharmaceutical, Health, and the Educational sectors. Our idMonitor© Environmental digital product line monitors refrigeration and freezer units, computer rooms, data centers, and other facilities for the conditions: temperature, humidity, power, flood/water, smoke/fire, air flow, room entry, motion, cameras & more. Alerting, logging and graphing are standard for all models. Automatic corrective actions resolve issues for a lights-out response, allowing 'Disaster Prevention' instead of 'Disaster Recovery'. Our idWhere© Inventory and Assets Management solutions utilize barcode and RFID technologies to properly manage your inventory and assets throughout your core facilities. Xiacon's products are available worldwide from professional IT & facilities resellers. To learn more about any Xiacon product, visit us online at www.xiacon.com or call us at 631-300-3500.

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