Technology Support Services

axis NetTimePlus

Technical Resource Packs

For those customers wishing to draw upon our highly-skilled technical team without committing to a fixed price contract, or those who wish to utilise our expertise on a more ad-hoc basis, there is the option to purchase Technical Resource Packs. These packs provide you with the flexibility to use support and installation units as and when you need.

What is NetTimePlus?

AXIS NetTimePlus is sold in packs of 40 units and each unit represents up to 15 minutes of time on a single event. Where an event takes longer than 15 minutes, additional units are used.

What can I use my units for?

The resource units in your AXIS NetTimePlus Pack can be used for telephone, remote and on-site technical support, hardware maintenance and installation services.

Is the level of support comparable to the support offered to contract customers?

Support Incidents relating to non-critical issues can expect a first response within 4 hours, whilst we aim to respond to critical issues within 2 hours. NetTime Plus response times are reasonable endeavours only.

If you require faster or guaranteed response times then one of our SystemCare Support Contracts should be considered. Please ask you account manager for details.

What is the cost of an AXIS NetTimePlus Pack?

Units are sold in packs of 40 at £700 per pack. This represents a significant saving over the normal cost of ad-hoc support services, which are charged at £85 per hour (or part hour).

The units last for 12 months from the date of purchase. If any units remain after 12 months these can be retained by topping up to 40 units.

Can I use AXIS NetTime for Preventative Maintenance?

Yes, you can use it for preventative maintenance, such as onsite or remote health checks and patch deployment, however it cannot be used for daily activities such as Tape Log Monitoring. For a fully proactive service consider SystemCare.

Can I use AXIS NetTime units for Hardware Maintenance?

Yes – either on-site or workshop repairs can be covered by your NetTimePlus Units. The cost of replacement parts or loan equipment, however, cannot be met using AXIS NetTimePlus units.

What about Traveling Time?

If you use your units for on-site support then we will include traveling time in the calculation of the total time spent. To avoid contentious issues, such as extra time spent in traffic jams or where engineers are traveling direct from their home, we use a fixed number of units based on your distance from the nearest Axis First office.

For distances up to 25 miles, we assume a traveling time of 30 minutes (or two units) in each direction. We allow 60 minutes (four units) for distances of up to 50 miles and 90 minutes (6 units) each way for distances up to 100 miles.

How does it work?

Each unique event booked with our Sales Team or Help Desk uses one unit, which covers the first fifteen minutes of technical resource. Each time the time spent exceeds a fifteen-minute block then an additional unit is used.

Does my network need to meet any requirements before buying a NetTimePlus Technical Resource Pack?

Yes – firstly, it must be a Microsoft Windows-based network; we do not offer support on Linux networks, for example. Secondly, we must be able to access your network remotely using either RDP or LogMeIn.

How Do I Purchase an AXIS NetTimePlus Technical Resource Pack?

If you currently have a credit account with us and one or more support contracts already in place, then you can order your AXIS NetTimePlus Technical Resource Pack using your usual account facilities.

If you do not have a credit account and support contract with us then the AXIS NetTimePlus Technical Resource Pack must be paid for in advance – either by cleared cheque/bank transfer or by credit/debit card.

Further Information

For further details please call one of our sales team on 0800 668 1934 or by visiting our website www.axisfirst.co.uk

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