

Telecoms Support Services

AXIS VoiceCare

Managing your Voice Telephony System

Your telephony systems are a valuable asset to the business; every moment of downtime, every incorrectly routed call can be costly and frustrating. When you have a query or problem, VoiceCare provides you with someone who can help. It provides access to resources that can see a problem through, without a large bill at the end. VoiceCare provides services for a known fixed cost therefore protecting your “bottom line”.

What is Axis VoiceCare?

AXIS VoiceCare provides a range of support levels allowing you to choose the best fit for your business. VoiceCare always includes on-site parts and labour hardware maintenance and can include comprehensive support for telephony software with service level agreements. VoiceCare is designed to provide problem resolution and relieve you of the day-to-day management of your telephony system.

What products are included in an AXIS VoiceCare Contract?

All telephony equipment (the PBX, handsets, switches, routers, power supplies and anything else which forms part of your system) can be covered.

All VoiceCare options provide full on-site parts and labour cover for hardware items. Depending on the option you choose VoiceCare will also cover your use of the telephony software on your PCs and servers. Both software telephone support and remote access support for your system(s) is included for faults, operational queries and to assist with additions, moves and changes.

What levels of cover are available?

Axis First offer a choice of three support levels under our VoiceCare plans which are designed to meet the needs of a variety of businesses.

VoiceCare Basic (Hardware Maintenance Cover)

- ✓ Remote Diagnostics
- ✓ Full Onsite Parts & Labour*

VoiceCare Standard (Hardware & Software Support)

- ✓ All VoiceCare Basic Services plus:
- ✓ Telephone Support via VoiceCare Helpdesk on both Hardware & Software Issues
- ✓ Additions, Moves & Changes Carried Out Remotely by Axis First.

VoiceCare Plus (Hardware & Software Support with Service Level Agreement)

- ✓ All VoiceCare Standard Services plus:
- ✓ Service Level Agreement of 4 hours Response (2 hour for System Failure).

* Hardware maintenance excludes consumable items such as batteries and headsets.

What about planned changes to my system?

Additions, moves and changes required on your telephony system can be managed by Axis First on your behalf under the VoiceCare Standard and Plus tariffs. We'll create and delete user accounts when members of staff join or leave, and, if you purchase additional handsets from us, we'll make sure that they're supplied complete with the necessary cables so that you can just plug-in and we'll do the configuring and programming remotely!

Are onsite callouts included?

Yes. The vast majority of calls are dealt with either by telephone or using remote access technologies. In the event of us being unable to resolve a problem via these methods alone we will provide an on-site service engineer.

Are my calls dealt with by qualified technicians?

Telephony systems are today an integrated part of information technology in many businesses. It is essential that technicians are appropriately qualified. Our experienced support team includes product specialists who have completed formal manufacturer's training on your system.

How do I book a call?

Calls can be booked online 24 x 7 x 365, by email or by calling our dedicated VoiceCare Support Line. The telephone lines are manned during our standard working hours; 9-5 Monday to Friday (excluding statutory holidays).

Is there a limit to the amount of calls I can make?

No, this service is unlimited (subject to fair usage policy).

We have our own ICT staff that manage the telephone systems but wish to have an additional support company to help out, is AXIS VoiceCare the correct solution for us?

Yes it is. We understand that many businesses have their own resources but that often these resources are pushed to (or often beyond) their limit. We offer a flexible discounting model for AXIS VoiceCare agreements based upon the in-house ICT skills you have.

How much does it cost?

The rates for Axis First VoiceCare plans are very competitive and are based on a percentage of the cost of the telephony equipment (hardware and software) you have installed. Please contact us for a quotation.



Further Information

For further details please call one of our sales team on [0800 668 1934](tel:08006681934) or by visiting our website www.axisfirst.co.uk



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