

IT Support Services

axis SystemCare & SystemCare Plus

Managed Services for your IT Network

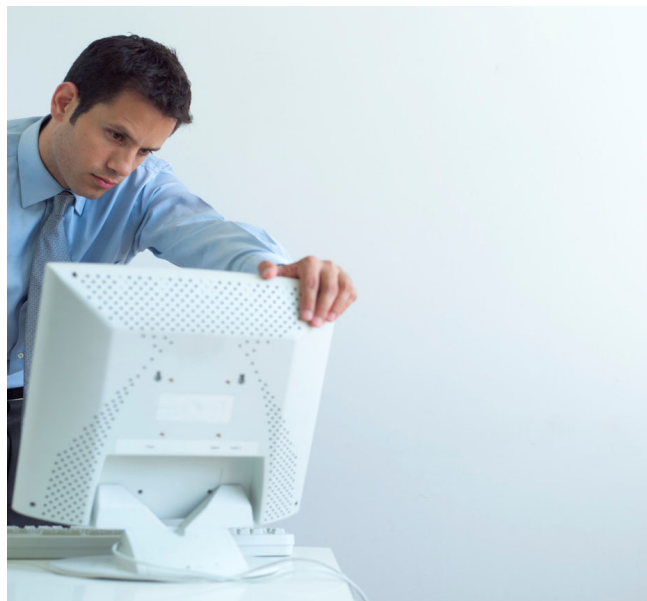
IT is a valuable asset to your business; every moment of downtime is costly and frustrating. When you have a problem, you need to know that you have someone that you can call. You also need to know that you have access to resources that can see the problem through without a bill mounting up as the clock ticks. axis SystemCare and SystemCarePlus are designed specifically to provide proactive and reactive support for businesses running Microsoft Windows Server or Microsoft Small Business Server at a fixed monthly cost.

What is SystemCare and SystemCarePlus?

axis SystemCare and SystemCarePlus provide unlimited* access to our helpdesk to assist with problem resolution and day-to-day management of your IT systems.

What products are included in an AXIS SystemCare or SystemCarePlus Contract?

The Microsoft Small Business Server and/or any Windows Servers and Desktop products, Backup products, Antivirus and Security software.



Are onsite callouts included?

Yes, but over 99% of calls are dealt with either by telephone or using remote access technologies.

Do you have dedicated helpdesk staff?

Yes we do; the team answering our support phone lines are dedicated to performing this task so you will not find yourself talking to a technician who is on site or on the road.

Are my calls dealt with by qualified technicians?

Our technical support team includes Microsoft Certified Systems Engineers, Microsoft Certified Systems Administrators and Microsoft Certified Professionals. We also train these staff in a wide range of other product solutions. Your call will be dealt with by a team member with knowledge suited to the nature of the query.

What Service Level can I expect?

As standard, all SystemCare and SystemCarePlus contracts carry a Call to Response Service Level Objective (SLO) of 2 Hours for critical calls and 4 hours for all other calls. If you require a more stringent SLO (for example 1 Hour Call to Response) bespoke options are available for contracts of 100 workstations or more.

Does your service include proactive maintenance?

Yes, SystemCare includes Patch Management and the axis Pulse Daily Server Check. SystemCarePlus also includes axis Pulse 24 x 7 Server Monitoring.

Does the contract include hardware maintenance?

Yes, axis SystemCare includes PARTS EXCLUSIVE hardware maintenance. For PARTS INCLUSIVE cover you should choose SystemCarePlus or add on a hardware maintenance contract.

How do I book a call?

Calls can be booked online 24 x 7 x 365, by email or by calling our Support Line on 01278 422219. Telephone lines are manned during our standard working hours; 8-5 Monday to Friday (excluding statutory holidays). Extended hours coverage can be provided as an option subject to quotation.

What happens if your technicians are busy?

You can speak to helpdesk reception who will book a call back for you; you may also submit support requests by email or online at www.axisfirst.co.uk/technology/support/

I have software installed that is not included on your Supported Products list, how do we get support on this?

In this case there are two options: you can either book an engineer at our standard rates or you can buy an axis NetTime support pack in advance. The latter option will give you preferential pricing over our standard hourly rates.

I only want cover on a selected number of PCs or Products, is this possible?

No, because an issue on one PC or Product may impact on the entire network, axis SystemCare is only available if all PCs and Servers on a site (or connected to a site) are covered.

Does the contract include re-installing Windows if a hard disk has failed or the operating system has become corrupt?

This type of cover is known as Gap Cover. It is included where your server is covered either by axis SystemCarePlus or by axis SystemCare in combination with axis hardware maintenance.

We have our own IT staff but wish to have an additional support company to help out, is axis SystemCarePlus the correct solution for us?

Yes it is. We offer a flexible discounting model for axis SystemCare and SystemCarePlus agreements based upon the level of in-house IT skills (i.e. the levels of Microsoft certification held) and resources (i.e. the ratio of IT staff) you have.

*Subject to fair usage policy.

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



Copyright © 2013, Systems Axis Limited. Axis is a registered trademark of Systems Axis Limited. Axis First, axis diplomat and axis vMerchant are trademarks of Systems Axis Limited. Microsoft and Windows are registered trademarks of Microsoft Corporation. All other product names are trademarks of their respective owners.