

AXIS NetCare

Managing 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 NetCare provides 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 NetCare Contract?

Major Microsoft Server and Desktop products, including Small Business Server and Windows Server, Veritas / Symantec Backup products, Antivirus and Security software.

For a current list of supported products please visit our web site at www.axisfirst.co.uk/technology/netcare.

Are onsite callouts included?

Over 99% of our support calls are dealt with either by telephone or using remote access technologies. In the event of us being unable to resolve a problem with these methods alone, we can provide an on-site service at a 30% discount on our standard on-site labour charges.

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 team member with knowledge suited to the nature of the query.



Fig 1: Remote Access technology enables our helpdesk staff to resolve over 99% of calls without requiring a site visit.

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.

Does your service include proactive maintenance?

Yes, it includes a wide range of proactive services including Tape Backup Monitoring, Patch and Update Management, Security Software Monitoring, Server Health Monitoring and Critical Services Monitoring.

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. 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!*

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 by talking to your account manager or you can buy an AXIS NetTime support pack in advance. The latter option will give you a preferential rate.

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

No, because an issue on one PC may impact on the entire network, AXIS NetCare is only available if all PCs and Servers are covered.

Does the contract include hardware maintenance?

AXIS NetCare can be extended to include hardware maintenance. If you wish to add hardware cover, please ask about our range of hardware maintenance options.

I only want cover for a certain product on your supported list, is this possible?

Again, as one product may impact on another's functionality, all of the products that you have (and that are listed on our supported product list) are always included.

Does the contract include re-installing Windows if a hard disk has failed?

This type of cover is known as Gap Cover. It is included if you also have a hardware maintenance contract with us.

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

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

For more information, please contact Axis First or visit our web site:

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