

# AXIS NetWatch

## Proactive Support Services

*IT is a valuable asset to your business; every moment of downtime is costly and frustrating. Like your car, computer networks sometimes need repair, also like your car they benefit greatly from a regular service, which is why we have created AXIS NetWatch.*

AXIS NetWatch takes the hassle of looking after the mundane day-to-day IT tasks such as checking backups and applying updates away from your staff, releasing them to do the things that make your business work.

### What does AXIS NetWatch include?

Exactly what is included will depend on your network configuration but typically we monitor the following:

› Backup Monitoring and Remediation

Our technical team monitors the reliability of your tape backup, every working day, either resolving software issues as they go or, where necessary, letting you know what action is required.

› Security Software Monitoring

We review the configuration and performance of your AntiVirus, AntiSpam and AntiSpyware on a regular basis

› Patch and Security Update Management

A range of tools are used to manage the downloading, installation and deployment of the Critical Security Updates that are released on a regular basis. This is vital to maintaining the integrity and security of your network.

› Server Health Monitoring

We monitor the Hard Disk Usage Alerts, Memory Performance Alerts and CPU Usage Alerts from your server and advise you if you have resource issues.

› Server Security Scanning

Using sophisticated network interrogation tools, we run a series of penetration tests to look for holes in your network security.

› Server Service Monitoring

Monitoring of critical services such as Email and Internet Access means that we know when something has gone wrong, often even before you do.

### What network servers can I include in my AXIS NetWatch Contract?

We currently support Windows 2000 Server, Windows 2003 Server, Small Business Server 2000 and Small Business Server 2003.

### We use a Windows PC as a 'server', can I have AXIS NetWatch?

No, the AXIS NetWatch service uses technologies only present in Windows Servers

## How much does AXIS NetWatch cost?

AXIS NetWatch for a single server costs £95 pcm.

## I have several servers; do you offer a discount structure?

Yes we do, if we cover multiple servers the following discount applies.

Number of Servers	Price Per Server Per Month
1	£95
2	£85
3-5	£75
6-9	£70
10+	£call

## I have a current AXIS NetCare contract, do I need AXIS NetWatch as well?

No, all of the services included in AXIS NetWatch are included as standard in your AXIS NetCare contract.

## What happens if you find a technical problem that is not covered by AXIS NetWatch?

This depends on what other support services you have from Axis First.

If you have an AXIS NetCare Contract the problems will be raised as a Technical Support Call where our helpdesk will deal with it in the usual manner.

If you have purchased a System Support Incident Pack then you will be advised of the problem and asked how you wish to proceed.

If you have no additional contract you will be offered a technical services or field service engineer at our standard rates.

In all cases you will be advised when we find any area of concern (e.g. low disk space).

## How do I order AXIS NetWatch?

AXIS NetWatch contracts are available for a minimum of twelve months, by quoting the following references:

Small Business Server 2003	ANWSBS2003
Windows Server 2003	ANWMSW2003
Small Business Server 2000	ANWSBS2000
Windows 2000 Server	ANWMSW2000

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

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