

# AXIS NetCarePlus



UK Partner Qualified for 2007

## Managing Services for your IT Network

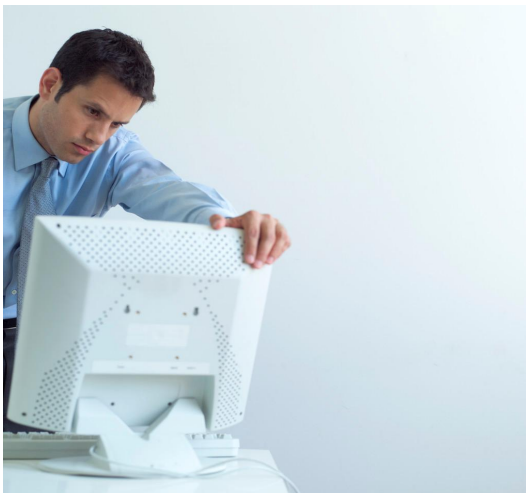
*IT is a valuable asset to your business; every moment of downtime is costly and frustrating. When you have a problem, you need to know that you have someone that you can call. You also need to know that you have access to resources that can see the problem through, without a bill mounting up as the clock ticks. Axis is designed specifically to provide proactive and reactive support for those businesses running Microsoft Servers.*

### What is NetCarePlus?

AXIS NetCarePlus 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 NetCarePlus Contract?

A Microsoft Small Business Server, any additional Windows Servers and Desktop products, Backup products, Antivirus and Security software.



### 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.



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.

## 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.

## Do you offer a Service Level Agreement (SLA)?

Yes; as standard a 4 Hour response is provided. However, we offer a range of Service Level Agreements and the response time you choose will impact upon the monthly cost of the contract.

## 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.

## Does the contract include hardware maintenance?

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

## 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).

## 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/](http://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 or Products, is this possible?

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

## 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 NetCarePlus the correct solution for us?

Yes it is. We offer a flexible discounting model for AXIS NetCarePlus agreements based upon the in-house IT skills you have.

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