20 UNITS

axisfirst
IT Solutions

Technical Resource Packs

axisfirst IT Solutions

AXIS® NETTIMEPLUS

Flexible IT support and installation time based units with axis® NetTimePlus Technical Resource Packs.

For those customers wishing to draw upon our highly-skilled technical team without committing to a fixed price contract, or those who wish to utilise our expertise on a more ad-hoc basis, there is the option to purchase Technical Resource Packs. These packs provide you with the flexibility to use support and installation units as and when you need.

WHY CHOOSE AXIS® NETTIMEPLUS?

IT telephone support

On-site technical expertise

Hardware & network checks

What is NetTimePlus?

axis® NetTimePlus is sold in packs of 40 units and each unit represents up to 15 minutes of time on a single event. Where an event takes longer than 15 minutes, additional units are used.

What can I use my units for?

The resource units in your axis® NetTimePlus Pack can be used for telephone technical support, remote access support, on-site technical support, hardware maintenance and network health checks. If we feel that we cannot resolve a support call quickly then we will advise you at each 4-unit interval.

It's a rising trend

Yes! Once calls are passed through to our Help Desk staff, all customers are treated equally. Support Incidents relating to non-critical issues can expect a first response within 8 hours, whilst we aim to respond to critical issues within 4 hours.

axistechnology.co.uk

What is the cost of an axis® NetTimePlus Pack?

A 15-minute unit costs £25+VAT and units are sold in packs of 40 units. This represents a saving of almost 20% over the normal cost of ad-hoc support services, which are charged at £120 per hour (or part hour).

A System Support Incident Pack lasts for 12 months from the date of purchase. If, however, you purchase a further System Support Incident Pack within that period, then any remaining units will be carried forward and added to the new Incident Pack.

Can I use axis® NetTimePlus for preventative maintenance?

Yes, you can use it for preventative maintenance, such as onsite or remote health checks and patch deployment, however they cannot be used for daily nactivities such as Tape Log Monitoring.

If you want a more proactive maintenance plan at a fixed price then consider one of our other UserCare contract options.

Can I use axis® NetTimePlus units for hardware maintenance?

Yes – either on-site or workshop repairs can be covered by your NetTimePlus Units. The cost of replacement parts or loan equipment, however, cannot be met using axis® NetTimePlus units.

What about traveling time?

If you use your units for on-site support then we will include traveling time in the calculation of the total time spent. To avoid contentious issues, such as extra time spent in traffic jams or where engineers are traveling direct from their home, we use a fixed number of units based on your distance from the nearest axisfirst office.

For distances up to 25 miles, we assume a traveling ntime of 30 minutes (or two units) in each direction. We allow 60 minutes (four units) for distances of up to 50 miles and 90 minutes (6 units) each way for distances up to 100 miles.

How does it work?

Each unique event booked with our Sales Team or Help Desk uses one unit, which covers the first fifteen minutes of technical resource. Each time the time spent exceeds a fifteen-minute block then an additional unit is used.

Does my network need to meet any requirements before buying a NetTimePlus Technical Resource Pack?

Yes – firstly, it must be a Microsoft Windows-based network; we do not offer support on Linux or Apple Mac networks, for example. Secondly, we must be nable to access your network remotely using one of the standard technologies that we support (a list is published on our web site). Typically this will be using a Virtual Private Network (VPN) with Remote Desktop Protocol (RDP) access to at least your server(s).

How do I purchase an axis® NetTimePlus Technical Resource Pack?

If you currently have a credit account with us and one or more support contracts already in place, then you can order your axis® NetTimePlus Technical Resource Pack using your usual account facilities.

If you do not have a credit account and support contract with us then the axis® NetTimePlus Technical Resource Pack must be paid for in advance – either by cleared cheque/bank transfer or by credit/debit card.

Contact axisfirst today for a human approach to IT solutions...

☎ **01278 421020**   ✉ **sales@axisfirst.co.uk**   🖥 **axisfirst.co.uk**

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