



## Axonex Support Services provide clearly defined, managed technical support contracts to meet varied business requirements

Axonex provides managed support for all Cisco products through parts replacement as well as remote, on-site and software support. As a Cisco partner with multiple Advanced Technology specialisations, Axonex has consistently achieved high customer satisfaction ratings for its Cisco support. Our certified technicians and engineers can provide expert diagnosis and resolution of your equipment issues quickly and knowledgeably. Our Technical Assistance Centre engineers maintain a target service response time, ensuring a prompt resolution to a network interruption.

Our service goes beyond standard support to provide customers with a single point of contact for both technical and management escalations. Issues can be resolved seamlessly without you having to keep track of multiple contacts. In addition Axonex's helpdesk web portal provides 24/7 access to information, so we are always available to provide the help that you need.

We offer managed contract services and have developed three clearly defined packages to meet the technical support requirements of your business. Each package has been developed as a result of many years of experience supporting a broad range of businesses. They offer a simple choice through a fixed price plan that provides complete peace of mind and helps to reduce your total cost of ownership.



**Cisco congratulates Axonex for achieving Customer Satisfaction Excellence**

Axonex have been recognised by Cisco for Customer Satisfaction Excellence in the **Cisco Partner Locator**, with a gold star representing the achievement. This is the highest distinction a partner can achieve within the Cisco Channel Partner Program.

Channel Customer Satisfaction Excellence assessment is based upon the customer satisfaction results captured in the Cisco Partner Access Online tool Cisco acknowledge Certified Partners that have the highest customer satisfaction distinction within each geographic region.

### Axonex Enable

Our entry level package, Enable allows you access to dedicated support professionals as and when you need it, to solve issues and problems as they arise.

### Axonex Ensure

A comprehensive, proactive IT support plan, providing the essential support your business needs with the benefits of unlimited telephone and remote support. Ensure is an extension of the Enable maintenance program. It offers all of the features and benefits of Enable and also provides your business access to Axonex's Core Team of certified senior network engineers along with unlimited moves, adds and changes.

### Axonex Enhance

Axonex's remote managed service, Enhance, is designed with you to help streamline the task of managing and maintaining your network. Enhance provides 24/7 monitoring and incident notification for network and wireless devices, servers, applications, and IP telephony platforms. With Enhance, you receive Axonex's highest level of customer care. Our comprehensive support offers a host of monitoring, management and support services including configuration management, trend analysis, and dedicated support resources.

Axonex Enhance is our most comprehensive network monitoring and management service. It offers all of the features and benefits of Enable and Ensure and enhances those services with the additional benefits listed below.

Axonex Support	Maintenance	Enable	Ensure	Enhance
Advanced Parts Replacement	•			
Software Subscription	•			
Onsite Break/Fix Support	•			
Contract Administration	•	•	•	•
Axonex online web portal		•	•	•
IPT & Data device discovery (Inventory List)		•	•	•
Incident Management		•	•	•
Optional 24x7 Remote Technical Support			•	•
Axonex engineer onsite			48hrs	24hrs
Single Point of Contact & Third Party Escalation			•	•
Assigned Delivery Manager			•	•
Assigned Primary & Secondary Engineer			•	•
Escalation Management			•	•
Critical Patch Management			•	•
Change Management			•	•
Moves, Adds and Changes (unlimited)			•	•
Cisco SMARTcare assessment			•	•
Software Updates & Upgrades				•
Monthly Operational Meetings				•
Quarterly Analysis Meetings				•
Software Release Management (IPT & Data)				•
Performance and Capacity Management				•
Problem Management				•
Availability Monitoring				•
Performance Monitoring				•
Event and Alarm Monitoring				•
Voice Quality Monitoring				•
Root cause analysis monitoring				•
Automated Notification and Escalation				•
Configuration Backup on Data Devices & Management				•

### Why use Axonex Implementation Services?

Axonex accreditations are achieved by our highly skilled and experienced engineers, who keep pace with latest technology through training, updates and certification. Axonex holds multiple accreditations from many vendors, so you can be assured that we will deliver professional services to the highest standard..

**contact**

To find out more about how we can help your business, contact us at:

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