

MANAGED SERVICES & IT SUPPORT

Always monitored, always
performing, so you're always
ahead

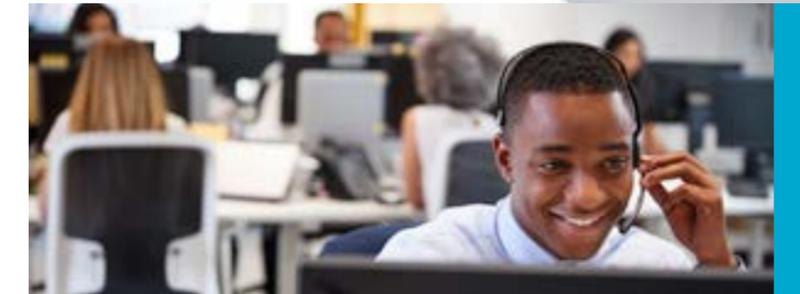


Visit: [axonex.com](https://www.axonex.com) or call 01242 535700

EMPOWERING YOUR BUSINESS & PEOPLE THROUGH TECHNOLOGY.

The services that we deliver are 100% focused on maximising the performance of your IT.

In a digital world Axonex can help you build and execute an IT strategy for an agile, secure, and customer focused organisation. Whether it's utilising our powerful network operations centre, managing your data environments in the cloud or protecting your business with our cyber security operations centre, we'll keep you ahead of the competition and help you deliver a better IT service back into your business.



HOW WE HELP OUR CUSTOMERS



MANAGED IT SERVICES

Our market leading managed IT Services are always available to manage the users, infrastructure, and processes at the heart of your organisation, giving you peace of mind and efficiency.



PROACTIVE MONITORING

We proactively monitor your infrastructure's availability, performance, and health, to resolve issues before they happen, and maximise uptime.



IT SUPPORT

Expert IT Support, wherever, whenever - retain control of your in-house operations and bridge skill shortages with our expert service desk

INTEGRATE CUTTING EDGE TECHNOLOGIES



HOW OUR SERVICES WORK FOR YOU



Increase efficiency

Improve service delivery back into your business, and enhance staff productivity.



Reduce overheads

We continually invest in the latest technology, tools, and training, so you don't have to.



Always on 24x7x365 support

For businesses that can't afford to switch off, our teams are always on and ready to help you.



Confident IT

Actions speak louder than words, that's why we hold the required accreditations that surpass industry standards and deliver the highest calibre of service.



In-house NOC & SOC

Axonex take complete responsibility for YOUR service, and don't outsource this critical element to external companies.



A non-siloed approach to IT

With Cyber Security, Data Centre & Cloud, Enterprise Networking and Collaboration services available.



Peace of mind

With a defined SLA's and a dedicated customer success manager you'll know exactly what service you'll receive, and we'll ensure it's delivered.



Access cutting edge technology

Axonex partner with industry leading vendors meaning you'll have a direct feed into the latest technologies and tools available.



CUTTING EDGE TECHNOLOGIES AND IT SOLUTIONS:



CYBER-SECURITY

Axonex's security operations centre is ready to manage and develop your cybersecurity capabilities, plan your ongoing strategy and maintain compliance. Get accelerated detection, automation and response from the desktop to the cloud with threat management, vulnerability management, incident response and proactive monitoring. As online threats grow more sophisticated, Axonex's dynamic cyber security solutions work in harmony to keep your business users, data and assets protected.



ENTERPRISE NETWORKING

We provide you with the power to understand the context of everything that is happening across all applications, users, and devices in your network. At Axonex we actively monitor, maintain and manage your LAN, WLAN, and Secure Remote Access. Our highly certified in-house service team keeps your infrastructure connected, healthy and secure with our multiple monitoring feeds delivering the visibility needed to provide assurance and optimal performance of your critical applications.



DATA CENTER & CLOUD

In the age of digital transformation, and where application and insights are king, we're helping our customers drive personalisation and real time connections for faster and better customer experiences.

Our data centre and cloud services provide environment management, provisioning and workflow policy driven controls that can leverage your existing investment, whether on premise, in the cloud or hybrid, making sure your organisation is tuned for optimal efficiency.



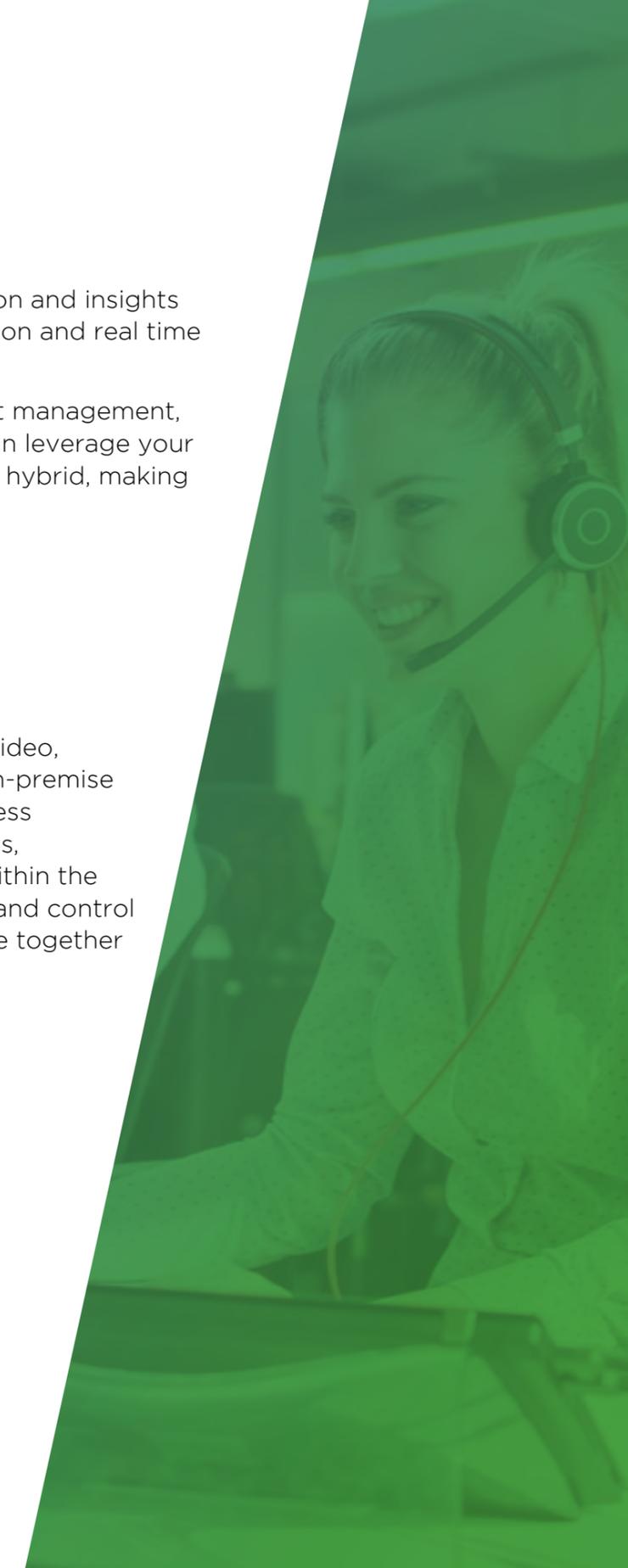
COLLABORATION

Axonex's collaboration services are designed to remove geographical barriers and unify your company's audio, video, desktop and mobile comms. We offer both cloud and on-premise fully managed collaboration services, and provide business intelligence that includes call cost management, analytics, performance and adoption of Unified Communication within the organisation. The result: increased reachability, context and control across your business allowing your people to collaborate together from anywhere on any device.



CONNECTIVITY

As digitisation advances into every industry, your business will rely on countless devices that are dependant on secure reliable high-speed connectivity. Axonex's Connectivity Managed Services for all your private and public cloud needs. With connection and carrier flexibility to suit all your circumstances, we'll design, manage and ensure your connectivity its futureproofed to grow with your business.



MANAGED SERVICES



Always monitored, always performing, so you're always ahead

Axonex managed services take overall service availability and responsibility for your infrastructure, helping you to achieve the desired business outcomes.

We provide instant access to cutting edge technology, enterprise grade management tools, and a vast resource of commercial experience and expertise that are always available to support you. Our managed IT services take on the day to day operations of your IT infrastructure, releasing you to focus on innovation and achieve your strategic goals. Our customers are reassured that all critical operational tasks are safe with our expert service consultants, allowing you to save significant expenditure, and increase efficiency and productivity.

- ✓ **Always performing. Fully optimised IT changed from a cost centre into a true business enabler.**
- ✓ **Always available. Your business never switches off, and nor do we, 24x7x365.**

- ✓ **Goal driven IT. Solutions built to deliver your business goals with our customer success first model.**
- ✓ **Peace of mind assured. We manage, while you innovate and improve.**

WHY AXONEX



Overall Service Availability

Give Axonex responsibility for managing your infrastructure, performance, and outcomes - 24x7x365.



Axonex View ©

A single view of your total engagement offering a secure customer portal bespoke to your service consumption needs.



Customer Success Model

A customer success manager that is 100% focused on achieving your goals and ensuring success.



Software release management

Pro-active and strategic updates of the latest software keeping you ahead of the curve and robust.



Modular technologies available

A modular approach offering Cyber Security, Data Centre, Collaboration, and Networking managed services.



Change Authority Management

As the change authority for the managed service provided, we align ourselves to your CAB.



PROACTIVE MONITORING



Resolve issues before they happen, not after

At Axonex we proactively monitor the availability, performance, and health of your infrastructure to resolve potential issues, optimise performance, and maximise uptime.

With Axonex pro-active monitoring and analytics, you get the benefits of our leading IT service desk and support, with proactive monitoring of your IT infrastructure. Our experienced consultants utilise a range of enterprise tools and automation, as well as unparalleled expertise across all supported technologies to maintain the vital business performance that is critical to achieving your business goals.

- ✓ **Proactive, not reactive:** Maximise uptime by resolving issues before they happen, not after.
- ✓ **Enhanced user experience:** Improve service delivery through better incident resolution.
- ✓ **Robust IT environment:** Stay monitored and optimised from the infrastructure down to the application.

WHY AXONEX



Critical software management

Monitoring critical software announcements, critical patching, and ensuring any vulnerabilities are not compromised.



Proactive infrastructure management'

Resolve issues before they happen, not after. Your systems and applications, whether on-premise, hosted or cloud-based, are proactively monitored and optimised.



NOC and SOC support

1st, 2nd, and 3rd line support focused on service excellence and first contact resolution and available.



Automation service tools

Providing real time analytics on vital business performance criteria.



Service delivery management

A single point of contact creating long term and healthy relationships, and governing all areas of the service.



Change management

Full service integration to manage all changes, acting as a advisory to your change control process.



IT SUPPORT



Expert IT Support, wherever and whenever you need it

Our leading Service desk allows you to access a wealth of expertise and resource that will complement and collaborate with your own internal teams, enabling you to bridge skill gaps within your organisation.

Our IT support provides you with that go-to service for additional support when you need it. We will work with you to diagnose and resolve faults quickly getting those critical services back up and running. Our NOC and SOC teams are closely aligned to all the key IT vendors ensuring you receive seamless maintenance management control from one single point of contact.

- ✓ **Bridge skill gaps: Accredited teams that collaborate with you own internal teams**
- ✓ **Enhance staff productivity: Resolve incidents, allowing your staff to focus on performance.**
- ✓ **Reduce Expenditure: Save the resources taken to bring staff to the required level of expertise.**

WHY AXONEX



NOC First line service desk

In-house accredited engineers focused on customer experience and first contact resolution.



Defined Performance SLA's

Automated SLA monitoring to maximise service quality.



Incident management

Made easy with our online incident management tool.



Accredited engineers

Industry leading Cyber-Security, Data Center, Networking, Collaboration and Connectivity expertise.



Maintenance management.

Advanced parts, onsite support, configuration management, and software subscription vendor support.



Certified ITIL V3 best practice.

Project management delivering service excellence.



WE HAVE THE SKILLS

We invest heavily in our teams and their training, to ensure we have the best accredited technical engineers and consultants, ready to deliver across every IT infrastructure, from consultancy, design and support to our portfolio of managed services. With over 300 sales, technical and vendor accreditations, we pride ourselves on being the best, and pushing the boundaries of IT knowledge.



WITH close partnerships with industry leading vendors we have access to the newest technology and the highest levels of vendor support.



SERVICES BREAKDOWN

Service Description	IT Support	Proactive Monitoring	Managed Service
NOC and SOC Function			
• NOC First line service desk engineers	✓	✓	✓
• NOC Second and third line support engineers		✓	✓
• SOC First line service desk engineers		✓	✓
• SOC Second and third line support engineers		✓	✓
Support Coverage			
• Business Hours 8 x 5	✓	✓	✓
• 24 x 7	Optional	✓	✓
Service Level Agreements			
• Defined Performance SLA's	✓	✓	✓
• Enhanced Performance SLA's		✓	✓
• Availability SLA's			✓
Maintenance Management			
• Advanced part replacements			
• Onsite Support			
• Software Subscription Vendor Support	✓	✓	✓
• Configuration Management			
• Online CMDB tool			
Incident Management			
• ITIL v3			
• Online Incident Management tool		✓	✓
• Automated SLA monitoring and escalation			
• Advanced Changed management authority controls			✓
• Pro-active problem management			
Infrastructure Management			
• Alarms and Event monitoring			
• Threshold Monitoring			
• Availability Monitoring			
• Capacity Monitoring		✓	✓
• Infrastructure Analytics			
• Application-centric monitoring			
• Overall service availability responsibility			
• Availability monitoring against SLA's			
• Service Credits			✓
• Always on-monitoring systems delivering 360-degree visibility of infrastructure			

Service Description	IT Support	Proactive Monitoring	Managed Service
Software Release Management			
• Critical Patching		✓	✓
• Software updates			✓
Risk Management			
• Risk management		✓	✓
Service Delivery Management			
• Contract management	✓	✓	✓
• Assigned Service delivery Manager (SDM)			
• Continual Service improvement			
• Regular service review meetings		✓	✓
• Contract Management			
• Lifecycle Management			
• Reports			
• Named account and service management personnel			✓
Security Services (SOC)			
• Security Administration			
• Detection Monitoring		✓	✓
• Incident Response			
• Forensic Analysis		(SOC)	(SOC)
• Vulnerability Assessment			
Customer Success Services (optional)			
• Assigned Customer Success Manager			
• Defined business requirements, outcomes and KPIs			
• Develop Digital Business Roadmap			
• Training and enablement services		Optional	✓
• Business value realisation and business outcome attainment			
• Consumption monitoring			
• Business integration and improvement			
Change Management			
• ITIL v3			
• Change Advisory Board (CAB)		✓	✓
• Online Change Management Tool			
• Day-to-day MAC's			
• Advanced Change Management Authority controls			✓
• Pro-Active problem management			



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