

Technology Support Services

axis NetTime

Timed Incident Packs

For those customers wishing to draw upon our highly-skilled technical team without committing to a monthly support contract, or those who wish to add support for products not covered by their contract, there is the option to purchase System Support Incident Packs. These packs provide you with the flexibility to use support units as and when you need.

AXIS NetTime is sold in packs of 40 units and each unit represents up to 15 minutes of support on a single incident. Where an incident takes longer than 15 minutes, additional units are used.

What can I use my units for?

The support units in your AXIS NetTime Pack can be used for telephone technical support, remote access support, on-site technical support, hardware maintenance and Network Healthchecks.

You can use your units for any product, however we publish a list of mainstream supported products, which reflects the core skills of our System Support team.

If you request support on a product not covered by that list, the support incident is likely to take longer, and therefore use additional units.

If we feel that we cannot resolve the call quickly then we will advise you at each 4-unit interval.

What can I not use my units for?

Support units are designed for support and support-related issues, such as preventative maintenance, and are not intended for installation or training.

The reason for this is very simple – Axis First always aims to provide a fixed price quotation for installation work, which protects you from unexpected additional costs when projects over-run.

Is the level of support comparable to the support offered to contract customers?

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.

What is the cost of an AXIS NetTime Pack?

A 15-minute unit costs £15+VAT and units are sold in packs of 40 units. This represents a saving of almost 30% over the normal cost of ad-hoc support services, which are charged at £85 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 NetTime 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 activities such as Tape Log Monitoring.

If you want a more proactive maintenance plan at a fixed price then consider one of our other contract options, either a fully-inclusive System Support Contract or a Preventative Maintenance contract.

You can use support units purchased as part of an AXIS NetTime Pack in combination with a Proactive Maintenance agreement.

Can I use AXIS NetTime units for Hardware Maintenance?

Yes - either on-site or workshop repairs can be covered by using Support Units. The cost of replacement parts or loan equipment, however, cannot be met using AXIS NetTime units.

What About Traveling Time?

If you use your support 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 Axis First office.

For distances up to 25 miles, we assume a traveling time 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 call booked with our Help Desk uses one unit, which covers the first fifteen minutes of work. 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 System Support Incident Packs?

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 able 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 NetTime Incident Pack?

If you currently have a credit account with us, and one or more support contracts already in place, then you can order your System Support Incident Pack using your usual account facilities.

If you do not have a credit account and support contract with us then the System Support Incident Pack must be paid for in advance - either by cleared cheque/bank transfer or by credit/debit card.

When ordering an AXIS NetTime Incident Pack, please quote reference SYSIP.

Further Information

For further details please call one of our sales team on [0800 668 1934](tel:08006681934) or by visiting our website www.axisfirst.co.uk



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