

## Axiom Programs

Program offerings are defined as comprehensive bundles of Axiom services uniquely tailored to fit the needs of each of our clients. Leveraging over 60 years of combined industry experience, Axiom has formulated a comprehensive stack of technology programs to address specific business and technology challenges.

Axiom understands each client's budgetary and technology requirements are different. To address this concern, and ensure our services offerings are unique and custom tailored to each individual client need we have developed the following program offerings for our clients.

### Axiom Total Support Program Offerings:

1. Axiom Essentials – Developed with the local or regional business owner in mind. This program is geared towards businesses in need of the essential aspects of business technology support. Axiom Essentials includes services such as unlimited helpdesk, field service support, fully managed monitoring, anti-spam and antivirus services, and scheduled preventative network maintenance. Features such as online backup, web filtering and network architecture and design are available as options to Axiom Essentials.
2. Axiom Outright – Developed for businesses with distributed offices or a need for 24/7/365 support. This program encompasses all offerings included in Axiom Essentials but takes your Axiom experience a few steps further. Axiom Outright includes unlimited 24/7/365 support services from our SAS 70 compliant Helpdesk and Network Operations Center. In addition Axiom Outright customers receive detailed Asset reporting on-demand and are assigned a dedicated Solutions Specialist who becomes intimately aware of your business needs and unique needs and objectives.
3. Axiom Evolution – Developed for businesses experiencing or anticipating growth or change in their environment. Axiom Evolution includes all services included in both Axiom Essentials and Axiom Outright packages bolting on additional services unique to businesses anticipating major change in how they operate. Axiom Evolution customers receive highly discounted rates on project design and implementation services as well as complementary access to our Voice/Data specialists. In addition Axiom Evolution customers attend quarterly strategy meetings with Senior Axiom advisors ensuring change in business is controlled and predictable allowing the business to meet its 3 and 5 year objectives.



## Axiom Essentials

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### Core Features:

- Infrastructure Assessment: Detailed review of current technology platform complete with industry comparison and recommendation summary.
- Axiom Unlimited Helpdesk: Access to Axiom's highly trained and knowledgeable helpdesk staff from 9am-6pm EST. Is their option after hours?
- Axiom Field Support: Unlimited access to our field service team dispatched to assist your organization with 2 business day SLA. Not sure what means 2 business day SLA assume IT people do
- Axiom Essentials Defense: Axiom Essential clients receive our hosted antivirus and anti-spam solutions powered by McAfee (formerly MX Logic). Client email is scanned and cleaned prior to delivery to client easing the burden and risk to internal servers.
- Preventative Maintenance: Axiom performs and documents routine maintenance on client machines each month. Security patches, virus definitions, backup selection lists, disk utilization and log analysis occur both monthly and quarterly ensuring optimal network performance.

### Additional Features:

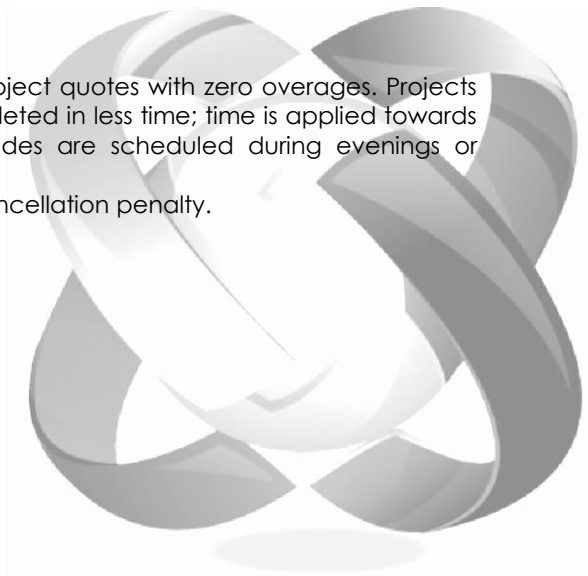
- Axiom Missive: Missive, a noun meaning "written communication". Axiom believes clear network documentation is at the heart of delivering exceptional support. Axiom clients receive detailed documentation on their network configuration ensuring they have total control of their technology stack.
- Lifecycle Planning: Work with an Axiom Solutions Specialist to plan and maximize your technology investment through proactive planning.
- Renewal Management: Axiom's team of professionals will track your software and hardware warranty expirations taking the guesswork out of managing renewals.

### Add Ons:

- Compliance Email Archiving
- Online Backup Powered by Iron Mountain LiveVault
- Axiom Web Defense powered by Cymtec
- Axiom Training: Work with a certified trainer to boost your application knowledge.

### Terms:

- Axiom Latitude: Axiom Essential clients receive fixed bid project quotes with zero overages. Projects are allotted a specific number of hours, if a project is completed in less time; time is applied towards client account for future use. Projects and major upgrades are scheduled during evenings or weekends.
- Contract Terms: Contracts require 30 days to cancel. No cancellation penalty.



## Axiom Outright

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### Core Features:

- Infrastructure Assessment: Detailed review of current technology platform complete with industry comparison and recommendation summary.
- Axiom Unlimited Helpdesk: Access to Axiom's highly trained, SAS 70 Compliant helpdesk staff 24x7x365.
- Axiom Field Support: Unlimited access to our field service team dispatched to assist your organization with next day and same day SLA options.
- Escalations Support: Immediate access to Microsoft, Cisco, Citrix VMware professionals to assist in all areas of your network.
- Solutions Specialist: A dedicated Axiom Solutions Specialist is assigned to your account providing expert advice and insights into all areas of your network.
- Off Peak: Projects and major upgrades are scheduled during evenings and weekends and no additional charge to ensure limited impact to your business.
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