

Service Overview

24/7 Helpdesk

Axiom's Network Operations Center (NOC) is staffed from 7am to 10pm M-F and 9am-9pm on weekends (24/7/365 coverage is available). Our trained professionals ready to assist in resolving all levels of IT support issues. Our 100% US based staff of knowledgeable and courteous professionals are eager to assist with any level issue from basic desktop troubleshooting to extensive network support and troubleshooting.

On-Site Support

Axiom's On-Site support team is available for clients that require IT support but do not have the budget for an internal IT department. From Desktop to Server and Network level support, Axiom's staff is trained to support any IT problem. Our field service team works extensively with our helpdesk providing a seamless support experience to our clients.

Project Management

Axiom's Solutions Team has over 10 years of experience managing IT projects for our clients. Whether it is a simple server replacement where data and applications must be migrated during off hours with zero impact to a user base, or an extensive relocation project, Axiom has the experience and planning to ensure success.

Augmenting Internal IT Departments

As businesses grow, internal IT departments become a cost effective solution to ensure IT operations run smoothly. For smaller organizations with a small IT support staff, there can often be gaps in knowledge or manpower for the various IT needs of the business. Axiom's support team works closely with our client's IT departments filling in these gaps at a much lower cost than staffing for these various needs. We provide internal IT departments with Project Management Services, Network Architecture & Design Services, Escalation Support for Windows Server, Microsoft Exchange, Cisco, Citrix and much more. Additionally we provide after-hours helpdesk support services for internal IT departments. Lastly we can temporarily take over all IT operations for clients in the event of an unexpected staff change or if an Internal IT staff member goes on leave.

Full Time/Part Time Staffing

Technology staffing can be a headache for business owners. Axiom's Temp/Perm IT Staffing eliminates this by providing full or part time resources at your facility with no recruiting fees. Axiom handles the backfilling, management, administrative and HR duties allowing clients to focus on their business, not managing an IT Department.

IT Sourcing

Axiom manages hardware and software ordering for clients who wish to take advantage of our excellent prices and flexible payment terms. Axiom's Procurement Team works with clients and vendors to ensure compatibility, quick delivery and competitive pricing. Proper planning and consultation ensures that equipment choices are long-lived, scalable and tailored to a client's needs. Because current computers and related equipment have a longer shelf-life than previous

products, the purchasing decisions made today can have lasting implications for a client tomorrow.

Virtualization Implementation and Support

Axiom has extensive experience in virtualizing server environments for our clients. Virtualization can reduce server density, lower costs to an organization and reduce risk by allowing multiple servers to run on one piece of hardware. Servers can also be more easily backed up and restored in the event of a failure. Axiom has extensive experience with the entire product line of Microsoft and VMware Virtualization tools.

IT Lifecycle Planning

Countless studies have shown that replacing equipment before a failure dramatically reduces businesses costs. In addition, the support costs of maintaining older or out of warranty equipment can be considerably high. Axiom's lifecycle planning and asset management service provides clients with equipment inventory and equipment lifecycle analysis so as to avoid any unexpected IT expenditure due to failing equipment.

Training

To help you optimize a client's technology investment and maintain a competitive advantage, our experts have customized training for technical and non-technical professionals. We make it convenient for end-users to learn. Axiom works with our clients to identify user-based training for your latest hardware and software implementations.

Renewal Management

Many business owners do not have the time, resources or desire to track their various software renewals, hardware warranty renewals, and support contracts. With Axiom's renewal management system Axiom manages the entire process for clients. We make sure a client's antivirus protection does not expire. In addition we inform clients when hardware warranties are expiring and provide estimates for renewal. Our team of experts will notify clients 60 days prior to expiration giving clients adequate time to act.

