

# Axiom Support Solutions

## A Flexible, Customer-Centric Approach

We routinely ask our clients what they like **LEAST** about their previous technology providers.

The most common response is that they were promised one thing and delivered something else. Whether it's poor quality support, deceptive pricing, or complex & long-term contracts; **clients feel misled & frustrated.**

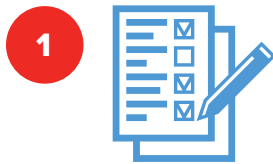
### At Axiom, we conduct ourselves differently.



Our support model is **entirely transparent** and **focused** on your specific needs and requirements.

You choose what type of support is right for you, how fast a response time you require, then choose from a variety of flexible payment options. Thats it!

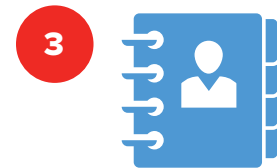
“So, what does this customer-centric support model entail?”



We define what type of service each client needs to support their business (full service or on-demand).



We work with clients to define service-level needs. This includes what response time and hours of service the client requires.



We custom build a support plan that's just right for each client.

Contact us now for a complimentary consultation.

**Axiom Technology Group, LLC**

Toll Free: 888.324.0002 | Local: 203.616.2520 | info@thinkaxiom.com



What if I need dedicated support?

## Axiom **Full Service** Support Solutions

A fully turn key support solution where Axiom handles all aspects of your IT support services.



### **24/7/365 U.S. Based Team**

Deep bench of Axiom employed experts in a variety of expertise available to resolve issues as they arise



### **Global Field Service Network**

Expert engineers onsite where and when you need them



### **Dedicated Teams**

Dedicated primary & backup engineers, lead by a senior account lead



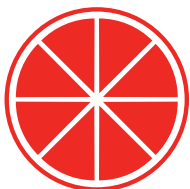
### **Maintenance & Monitoring**

Proactive, monthly network maintenance & monitoring of critical systems

What about response time?

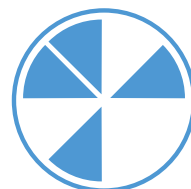


Axiom offers custom service-level options for your business.



### **Axiom Outright**

Expert IT Support with Fast 24/7/365 Response Times for Demanding Businesses



### **Axiom Essentials**

Expert IT Support at Great Value for Businesses that Do Not Require 24/7 Support & Same-Day Onsite Support.

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But what about emergencies?

**Emergencies?** We've got you covered.



Axiom regularly meets with clients to perform network health assessments. Say if your network has a failure after we give you a clean bill of health, Axiom's support teams will work to resolve the issue 24/7/365. This service is covered by your standard support plan.



You cannot predict when a failure will occur, so why should you be penalized just because it happens at night or on the weekend?

**That's the Axiom Network Guarantee!**

So, how does the pricing work?



Flexible pricing options and no long-term contracts mean ultimate flexibility and peace of mind for your business.



### **Fixed Fee Monthly Support**

A fully turn key support solution where we handle all aspects of your IT support services for a low per device, per month fee. Plans adjust quarterly based on your average support usage.



### **Auto-block**

Pay a low hourly rate for only the services you need while receiving the response times you require. Receive additional discounts for purchasing larger blocks of time.

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What if I want support only when I need it?

## Axiom **On-Demand** Support Solutions

For customers with existing IT departments looking to augment internal IT departments with on demand assistance.



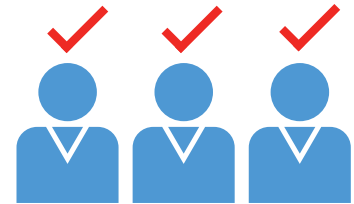
### **24/7/365 U.S. Based Team**

Deep bench of Axiom employed experts in a variety of expertise available to resolve issues as they arise



### **Global Field Service Network**

Expert engineers onsite where and when you need them



### **FTE Resources**

Dedicated on-site resource & 100% of Axiom's trusted support team at a fraction of the cost and hassle of hiring your own full time engineer



### **Cloud solutions**

A fully managed and monitored cloud-based IT infrastructure



### **Maintenance & Monitoring**

Proactive, monthly network maintenance & monitoring of critical systems



### **Escalations Group**

IT Experts on hand to solve problems & keep you up & running when your own team needs extra support

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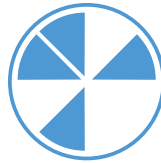
What about response time?

Axiom offers custom service-level options for your business.



### Axiom Outright

Expert IT Support with Fast 24/7/365 Response Times for Demanding Businesses



### Axiom Essentials

Expert IT Support at Great Value for Businesses that Do Not Require 24/7 Support & Same-Day Onsite Support



But what about emergencies?

**Emergencies?** We've got you covered.



What happens when your team doesn't have the capacity to solve your urgent IT needs? Who can you turn to?



Get access to Axiom's expert knowledge base and support teams who will work to resolve your issues 24/7/365.



So, how does the pricing work?

Flexible pricing options and no long-term contracts mean ultimate flexibility and peace of mind for your business.



### Auto-block

Pay a low hourly rate for access to the experts and services you need while receiving the response times you require. Receive additional discounts for purchasing larger blocks of time.

Contact us now for a complimentary consultation.

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