









IT SUPPORT SERVICES



UserCare Comparison Chart

SERVICE FEATURES		USERCARE 1	USERCARE 2	USERCARE 3	
 Remote & Telephone Support	<ul style="list-style-type: none"> • Desktops • Notebooks • Tablets • Thin Clients • Printers • Servers 	<ul style="list-style-type: none"> • Switches • Routers • Firewalls • Office 365 • Microsoft 365 	✓	✓	✓
 Onsite Support	<ul style="list-style-type: none"> • Desktops • Notebooks • Tablets • Thin Clients • Printers 	<ul style="list-style-type: none"> • Servers • Switches • Routers • Firewalls 	✗	✓	✓
 Security & Protection	<ul style="list-style-type: none"> • Anti-virus • Next-Generation Malware 	<ul style="list-style-type: none"> • Ransomware • Intrusion Prevention • Data Leakage Protection 	✓	✓	
	<ul style="list-style-type: none"> • Password Policy Management • Two Factor Authentication 	<ul style="list-style-type: none"> • Web Content Filtering • Attack Simulation 	✗	✗	✓
 Monitoring & Management	<ul style="list-style-type: none"> • 24/7 Monitoring 	<ul style="list-style-type: none"> • Patching 	✓	✓	
	<ul style="list-style-type: none"> • Dark Web Password Breach Monitoring • Password Policy Management 	<ul style="list-style-type: none"> • 2 Factor Authentication 	✗	✗	✓
 Online Training	<ul style="list-style-type: none"> • Microsoft 365 • Microsoft Office 	<ul style="list-style-type: none"> • Windows 10 • Acrobat DS 	✓	✓	✓
	<ul style="list-style-type: none"> • Cyber Security 		✗	✗	
 Installation	<ul style="list-style-type: none"> • Desktops • Notebooks • Tablets • Thin Clients • Printers 	<ul style="list-style-type: none"> • Servers • Switches • Routers • Firewalls 	✗	✗	✓

**Server Protection Packs

In addition to UserCare you are required to add the appropriate Server Protection Packs to your UserCare Plan.

The four Server Protection Packs are:

Windows Server - Physical

Windows Server - Virtualised on Hyper-V

Windows Server - Cloud Hosted in Microsoft Azure

Hyper-V Host - Physical Host of Virtualised Servers

AZURE

only **£28.25** per month

PHYSICAL & VIRTUAL

only **£23.25** per month

HYPER-V HOST

only **£14.25** per month

For further information and advice about our UserCare Support Services contact axisfirst today...

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