

axisfirst - UserCare 3

# IT SUPPORT SERVICES

FIXED PRICE  
only  
**£48**<sup>\*/\*\*</sup>

\*/\*\*See reverse for details

Onsite, remote and managed  
business IT support from axisfirst.

## WHY CHOOSE AXISFIRST IT SUPPORT?



Expert IT support



Security & protection



Online training

Axisfirst has been a provider of IT products and solutions to businesses since 1980. With our team of around 50 staff based in the Midlands and the South West, we provide national coverage with the comfort of access to additional 300 field-based engineers.

### Experienced support

We pride ourselves on helping businesses to meet the challenging needs of your customers without the jargon or inconvenience of configuration of your IT infrastructure to maximise your investment in information technology.

### Protecting your business

We work with you to develop a multi layered culture of security which based on holistic defence that covers people, policies and procedures providing 24/7 automated monitoring and reporting, silent upgrades and testing.

### User focused education and training

Our engaging eLearning and cyber security awareness platforms offer bite-sized, easy to digest people focused learning. This holistic approach is the key to a safer working environment, vigilant, confident and conscientious workforce.

*See our support services overleaf »*

# UserCare 3 IT SUPPORT FEATURES

## WHAT DOES THE SUPPORT INCLUDE?



### Remote & Telephone Support

- Desktops
- Notebooks
- Tablets
- Thin Clients
- Printers
- Servers
- Switches
- Routers
- Firewalls



### Onsite Support

- Desktops
- Notebooks
- Tablets
- Thin Clients
- Printers
- Servers
- Switches
- Routers
- Firewalls



### Security & Protection

- Anti-virus
- Next-Generation Malware
- Ransomware
- Intrusion
- Data Leakage Protection



### Monitoring & Management

- 24/7 Monitoring
- Patching
- Dark Web Scanning
- Password Policy Management
- 2 Factor Authentication



### Online Training

- Microsoft 365
- Microsoft Office
- Windows 10
- Acrobat DS
- Cyber Security



### Installation

- Desktops
- Notebooks
- Tablets
- Thin Clients
- Printers
- Servers
- Switches
- Routers
- Firewalls

**FIXED PRICE - USERCARE 3  
IT SUPPORT SERVICES**

only **£48\*** per user or per device per month  
\*Minimum 10 users / devices  
(whichever is the higher)

### \*\*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

Contact axisfirst today for a human approach to IT solutions...

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**axisfirst**  
IT Solutions