

FACT SHEET

www.axiscomputing.com.au

Locations

AXIS currently has field service coverage in 35 locations in Australia and 15 in New Zealand plus we can support additional sites on request.

Key services

AXIS has 3 key service offerings which we have been providing to large corporate entities for many years. They are tailored to address shortfall in IT support due to geographical reach or lack of availability of existing staff.

On Demand

This is our most popular service providing on-demand addition reach and coverage to IT departments when resources are low or not available in the required location.

Highlights

- Fixed callout & hourly rates for 12 months
- SLA's agreed and met
- 3 levels of call priority – Emergency, inside 8 business hours & scheduled

Typical use

This service provides on-demand resources to cover support calls for outages / scheduled work across Australia & New Zealand and can be in increments as low as 1 hour.

Cyclic

This is typically used to provide IT service delivery on a cyclic schedule.

Highlights

- Fixed rates for 12 months
- Assigned personnel to ensure site familiarity

Typical use

Ideal for scheduled Preventative Maintenance, audits or similar cyclic requirements.

Contracted services

Best suited for full time or rostered coverage when additional resources are needed.

Highlights

- Experienced in Airport / Airline support
- Experienced in Data Centre support & management
- Experienced in Customer centric field installation and support

Typical use

To backfill for leave or to provide cover for short to medium term work surges requiring experienced and appropriately skilled personnel.

