

### Supporting you every step of the way...

axon IT provides a Managed Service that proactively monitors your networks in a real time converged environment. This approach ensures the reduction of downtime, increasing availability and operational efficiency across your networks. axon IT's vision also provides channel partners with significant advantage over their competitors and the opportunity to open up new revenue streams and increase customer confidence and loyalty.

### What is a Managed Service?

A Managed Service is the practice of a client transferring day-to-day related network management responsibility through a service provider as a strategic method for improved effective and efficient operations. Typically, the client remains accountable for the functionality and performance of the network infrastructure and does not relinquish the overall management responsibility of their networks.



### Overview

In today's challenging business environment, managing operations has become more complicated due to the increase in size of network operations and the growing pressure to keep updated with the latest technology and systems.

Maintaining the wider strategy to improve business processes and to constantly maintain competitiveness and differentiation in the market often means balancing innovation with cost reduction. Delivering and maintaining effective ICT requires specialist skills and resources that are often difficult to provide in-house, especially when organisations lose their experienced support staff and new technologies are constantly being adopted. A Managed Service enables you to survive the 'peaks and troughs' of running a business, providing you with a vehicle to exceed service delivery, mitigate risk and increase the visibility of your network infrastructure.

### Challenges

The role of the IT department is rapidly evolving with increased expectations to reduce costs whilst increasing functionality and streamlining processes. Some of the day-to-day situations that individuals are facing include;

- IT departments constantly under pressure to deliver more to the business
- IT spending growth is slowing down and operational efficiency is becoming increasingly crucial
- IT departments are vendor dependent and rely on different SLA's
- Pressure from business to achieve higher levels of service delivery
- A need to improve or re-engineer ICT processes and best practices
- IT staff need to be trained in latest technologies – resource and costs are constantly being compromised



#### Head Office

Axon-IT, Charter House, 1-3 Charter Way, Macclesfield, Cheshire, SK10 2NG

T: 0845 313 0025 F: 0845 313 0026 E: [info@axon-it.com](mailto:info@axon-it.com)

[www.axon-it.com](http://www.axon-it.com)

## Managed Services



### Managed Networks – The Reality

Most IT systems have evolved over a company's lifetime. As you make isolated investments and upgrades in both infrastructure and applications, systems become more in depth and complicated to manage.

To understand the way forward, networks must link in with key processes that reside on the internet or with vendors, suppliers, customers and strategic partners. Network infrastructure management and monitoring are critical elements in the support and maintenance of any organisation's network.

The only way to guarantee the optimal performance of networks is to rely on the expertise of network professionals. These specialists need to be equipped with a wealth of knowledge and have the skills to deal with complex environments as well as tools and processes to ensure 24/7 coverage of your network is maintained.

axon IT has a monitoring service – a comprehensive management and reporting service, giving you the peace of mind that your networks are running optimally and are in capable hands. axon IT ensures around the clock availability of your mission-critical networks.



### Our Promise

axon IT's Managed Service range of online management and monitoring services offers different levels of service, catering for even the most sophisticated requirements.

- Fault Monitoring -  
Fault identification, diagnosis and escalation with multi-dimensional notification
- Performance Monitoring -  
Includes utilisation and threshold monitoring
- Network Configuration Monitoring -  
Online diagrams, change control, security authentication and configuration archiving
- Technical and Management Reporting -  
Event analysis, situations to watch, recommendations and other business critical reports



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### Reporting

A comprehensive range of management reports are provided, allowing the effective monitoring of system performance and activity. These include;

- Real-time availability statistics that identify any periods of downtime.
- System resource usage reports, including disk space and CPU utilisation, which aid capacity planning and allow timely decisions to be taken on upgrade requirements.
- Service Level Agreement conformance. Many axon IT services are supported by a Service Level Agreement (SLA) that guarantees the uptime of the managed system. Performance against this guarantee is reported in real-time through a portal.
- Alert summaries, generated every 24 hours, including details of suspicious behaviour that may highlight potential threats and security breaches.
- Graphic Traffic Analysis and trend reports provide further valuable management information.



axon IT Managed Service reports have been developed to reflect the information requirements of our resellers' customers and are being constantly reviewed and enhanced. Many reports are available in PDF format to allow wider distribution.

### Key Features of the axon IT Managed Service

**Visibility:** 306° view of the health and status of the support infrastructure.

**Management:** Ensure protection of your network, as well as the performance quality, availability with managed performance management.

**Reporting:** Achieve maximum and optimised network performance through our reporting management services.

**Portal Access:** With access to performance on your customers' infrastructure the axon IT portal gives you the opportunity to access all the latest activity in terms of checks that have been completed, activities to be undertaken and activities signed off.

**Security:** Gain real-time situational awareness and management of threats that effect end points and servers with axon IT Managed Security Services.

**Mobility:** axon IT offers the services to manage your wireless and mobility multi-vendor infrastructures

**Converged Services:** Managed network operations and converged solutions provide core capabilities for management of complex networks encompassing all technologies and vendors.



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## Managed Services



### Visibility and Management

In today's business world, applications are becoming increasingly critical to the operational success of the organisation. This is due to user productivity, operational efficiency and continual improvements of customer satisfaction fast becoming the main board objectives.

To achieve these objectives, more pressure is being put on an organisations internal IT resource to have clear visibility of the health performance of complex converged network infrastructures. axon IT is able to assist their channel partners in achieving a 360° view of their customers' critical infrastructure devices through the use of their Managed Service portfolio.

### Portal Access

The customer portal is a web interface, which provides an integration point for all service features, allowing you to raise requests for configuration changes, track trouble tickets, view reports and send ad-hoc messages to the technical operations staff.

### Security

The axon IT Managed Security Services enable you to minimise costs and maximise staff expertise, offloading security threats and focusing on running the business. Our Managed Security Services provide 24/7 proactive security management and expertise, reducing your overall information security risk using proven industry processes, standards and guidelines.

The current axon IT portfolio of Managed Security Services includes:

- Managed Firewall Services
- Managed Email Content Services
- Managed Authentication Services



### Mobility Solutions

Mobility is central to the digital networked economy. Managing contracts, devices and workers can cost money, time and resources.

Emerging wireless and mobility technology is of fundamental strategic importance for today's businesses. The key is the ability to be always online and mobile. axon IT offers the services, tools, training and processes to manage wireless and mobility multi-vendor infrastructures.

At axon IT, our Managed Mobility Solutions provide simple, efficient and customisable services to suit your customers' business needs. We can measure ROI, ensure risk management, liability control and cost savings, keeping your customers mobile 24/7/365.



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### Convergence

Convergence of voice, video and data across a common infrastructure is providing the opportunity to deliver applications and services to businesses 24/7 through multiple access methods and devices.

axon IT has a proven track record in the delivery of innovative Managed Network Solutions by leveraging the most appropriate mix of technologies. axon IT delivers high availability, resilient communications across the UK and Ireland.

Expertise from axon IT encompasses all networking disciplines enabling us to design, construct, manage and support true end-to-end solutions for your clients business. These include:

- Local Area Networks (LAN)
- Wide Area Networks (WAN)
- IP Telephony
- Wireless Security Servers Desktop

### Why choose axon IT?

axon IT is fast becoming recognised as one of the leading network and IT support service providers across the North West and UK. The continual rapid growth that axon is experiencing is predominately due to being the only support organisation within the channel that is focused on purely working with customers' needs directly.

Due to considerable investment in an infrastructure that includes a highly qualified technical team, competitive pricing model and unrivalled level of service, axon IT can confidently provide prompt installation, integration and maintenance on a wide range of data systems throughout the UK. axon IT's technology portfolio includes WAN, LAN security and telephony incorporating all the leading network vendors including Cisco, 3Com, Avaya, IBM, HP and Dell.



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