

CUSTOMER SUPPORT PHILOSOPHY & DELIVERY

AXELLIO SERVICE & SUPPORT PHILOSOPHY:

To deliver world-class solution support that follows two primary dictates:

1. **Proactive monitoring** of systems and software to ensure that issues are identified before they become a problem.
2. **Quick problem resolution** based on two cultural imperatives:
 - ✓ We own the problem until the Customer agrees it is resolved.
 - ✓ You will not be handed off from vendor to vendor. We will support our solution, from our hardware to the software recommended, to any add-on cards purchased.

WE OFFER:

- ✓ 7/24/365 Live Person Support for Severity 1 & 2 Issues
- ✓ 20 Minute Severity 1 response time with a Level 3 Associate
- ✓ Standard Next Business Day Part Replacement
- ✓ Optional: 4 Hour Parts Replacement
- ✓ Optional: Dark Site/Privacy Support
- ✓ Full Solution Stack Support*

PROACTIVE MONITORING OF:

- ✓ Hardware
- ✓ Drives
- ✓ Software
- ✓ Performance

OTHER SERVICES:

- ✓ Installation
- ✓ Migration
- ✓ Remote Management

CONTACT AXELLIO SUPPORT

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