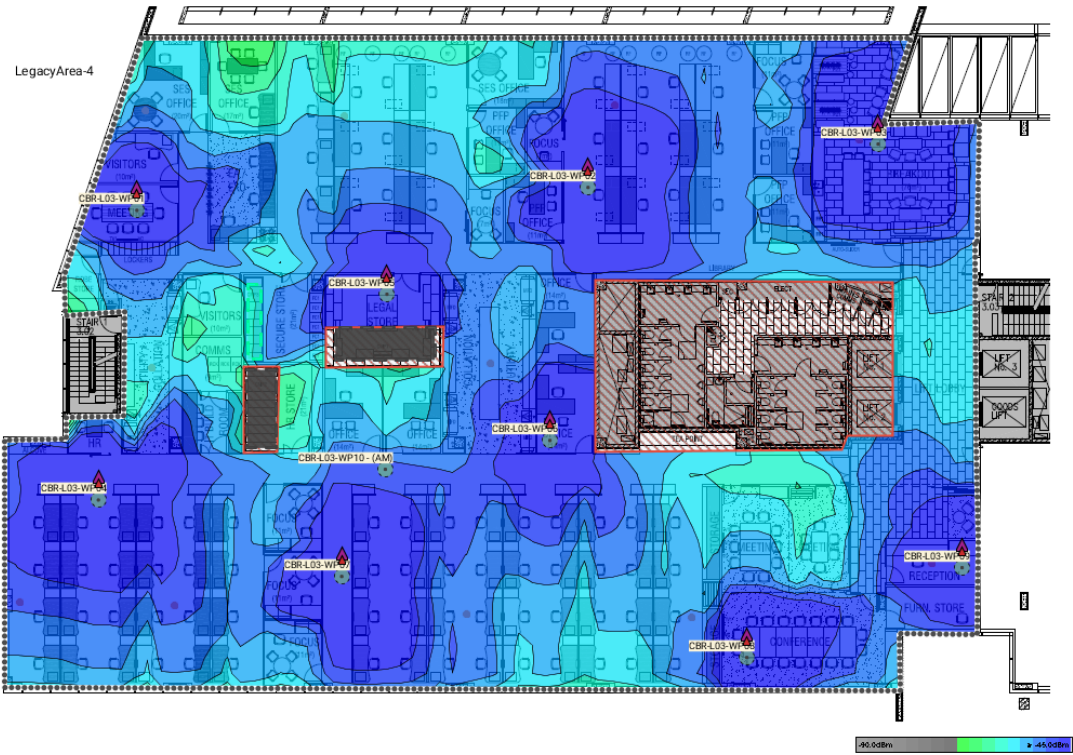


Support

Airxperts Services



Product Brochure



Who Needs Support?

When there is that occasional mission critical issue, procurement of services can be a major impediment to getting the problem *solved*.

Whether you are an end customer, an integrator or a managed services provider, there can come a time when you need a specialist, and you need them quickly.



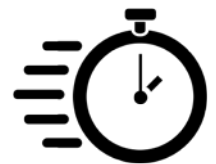
How Can We Help?

Our Support Services are design to get you the expert advice you need, when you need it.

Ad Hoc Support

We offer **Ad Hoc Support** engagements on a time & materials basis, with a minimum callout fee. Alternatively, we can offer a bulk purchase of hours with no minimum callout and a 12-month expiry.

With quick & flexible payment options, we can be onsite assisting with your problem in no time.



Ongoing Support

A well-designed and implement wireless service often requires minimal effort to maintain. But our **Ongoing Support** is designed to do more than keep the lights on.

We offer fixed term or monthly maintenance contracts that include the following:

- Pro-active maintenance, including patching & backups
- Investigation, diagnosis & resolution of reported issues
- Regular reporting on asset, capacity and performance as required
- Monitoring of security advisories
- Advice on new vendor features, industry and technology opportunities
- Road-mapping & life-cycle planning
- Staged service upgrades and rollouts
- After hours and weekend availability
- Flexible SLAs
- Integration third-party or offsite monitoring



Our offering is fully customisable to your needs.

Our Skillset

You should consider engaging us if you need specialist assistance in the following areas:

- Wireless & Wi-Fi related services
- Authentication, Authorisation & Accounting (AAA)
- Enterprise & Service Provider Networking
- Enterprise Mobility Management
- Load Balancers & Application Delivery Controllers
- Identity Management / Identity Access Management
- Classified & Government Networks



About Airxperts

Airxperts is an Australian company specialising in Information Technology Consulting in the networking and mobility spaces.

We have been operating successfully for over 4 years and served many large corporate and government customers. In that time, we have developed a reputation for our technical expertise & high-quality work.

We are lean and focused, but well-equipped to tackle large projects, with proven results in the University and Defence spaces, for example.

Contact us to discuss your support needs:

Airxperts

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