IT SUPPORT SERVICES

axisfirst IT Solutions

UserCare Comparison Chart

SERVICE FEATURES			USERCARE 1	USERCARE 2	USERCARE 3
Remote & Telephone Support	• Desktops • Notebooks • Tablets • Thin Clients • Printers • Servers	• Switches • Routers • Firewalls • Office 365 • Microsoft 365	✓	✓	✓
Onsite Support	• Desktops • Notebooks • Tablets • Thin Clients • Printers	• Servers • Switches • Routers • Firewalls	✗	✓	✓
Security & Protection	• Anti-virus • Next-Generation Malware	• Ransomware • Intrusion Prevention • Data Leakage Protection	✓	✓	✓
	• Password Policy Management • Two Factor Authentication	• Web Content Filtering • Attack Simulation	✗	✗	
Monitoring & Management	• 24/7 Monitoring	• Patching	✓	✓	✓
	• Dark Web Password Breach Monitoring • Password Policy Management	• 2 Factor Authentification	✗	✗	
Online Training	• Microsoft 365 • Microsoft Office	• Windows 10 • Acrobat DS	✓	✓	✓
	• Cyber Security		✗	✗	
Installation	• Desktops • Notebooks • Tablets • Thin Clients • Printers	• Servers • Switches • Routers • Firewalls	✗	✗	✓

**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 **£30** *per month*
PHYSICAL & VIRTUAL	only **£25** *per month*
HYPER-V HOST	only **£15.25** *per month*

For further information and advice about our UserCare Support Services contact axisfirst today...

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