



Innovative IT Support and Solutions for DFW Businesses

www.axxys.com

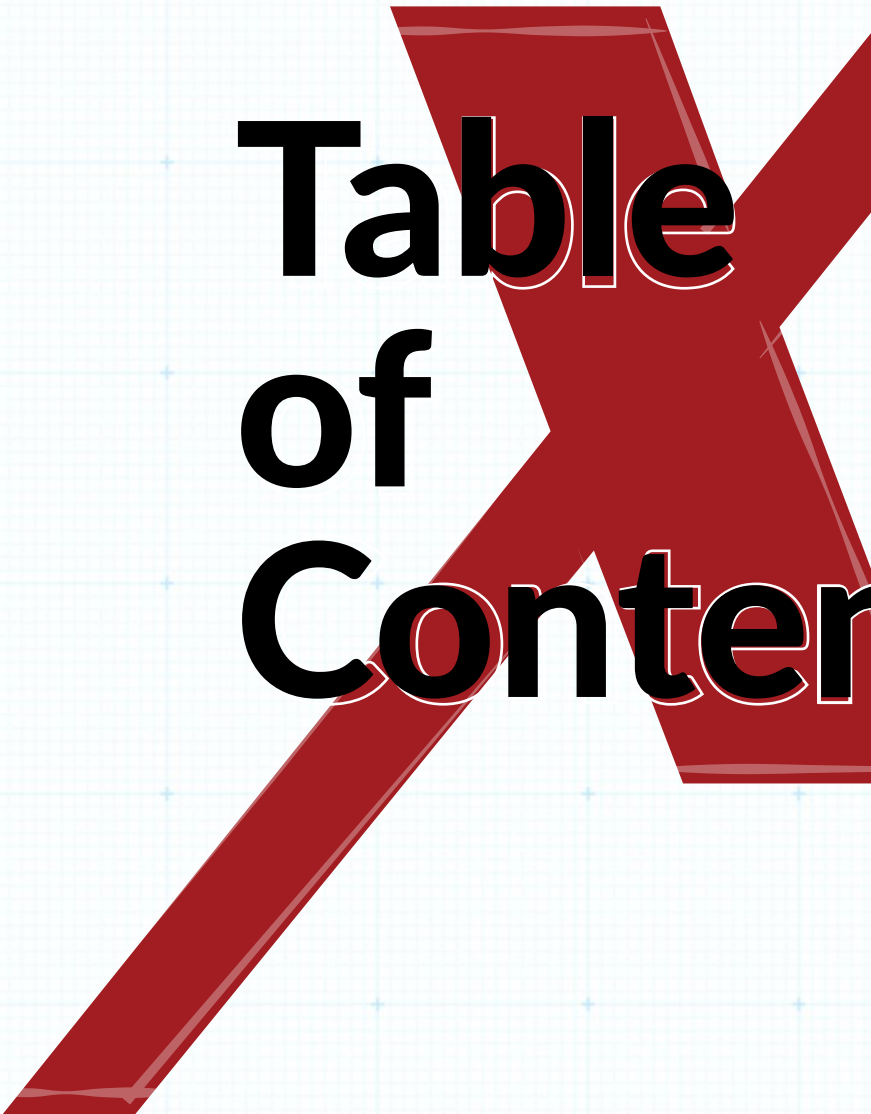


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Get to Know Axxys

Since 1987, our dedication to innovative solutions and uncompromised client support has always remained constant. We change the way technology propels your business – together. By taking a collaborative approach to the way we engage our clients, we get to know each other better – because the better we know each other, the better we can help each other succeed.

“

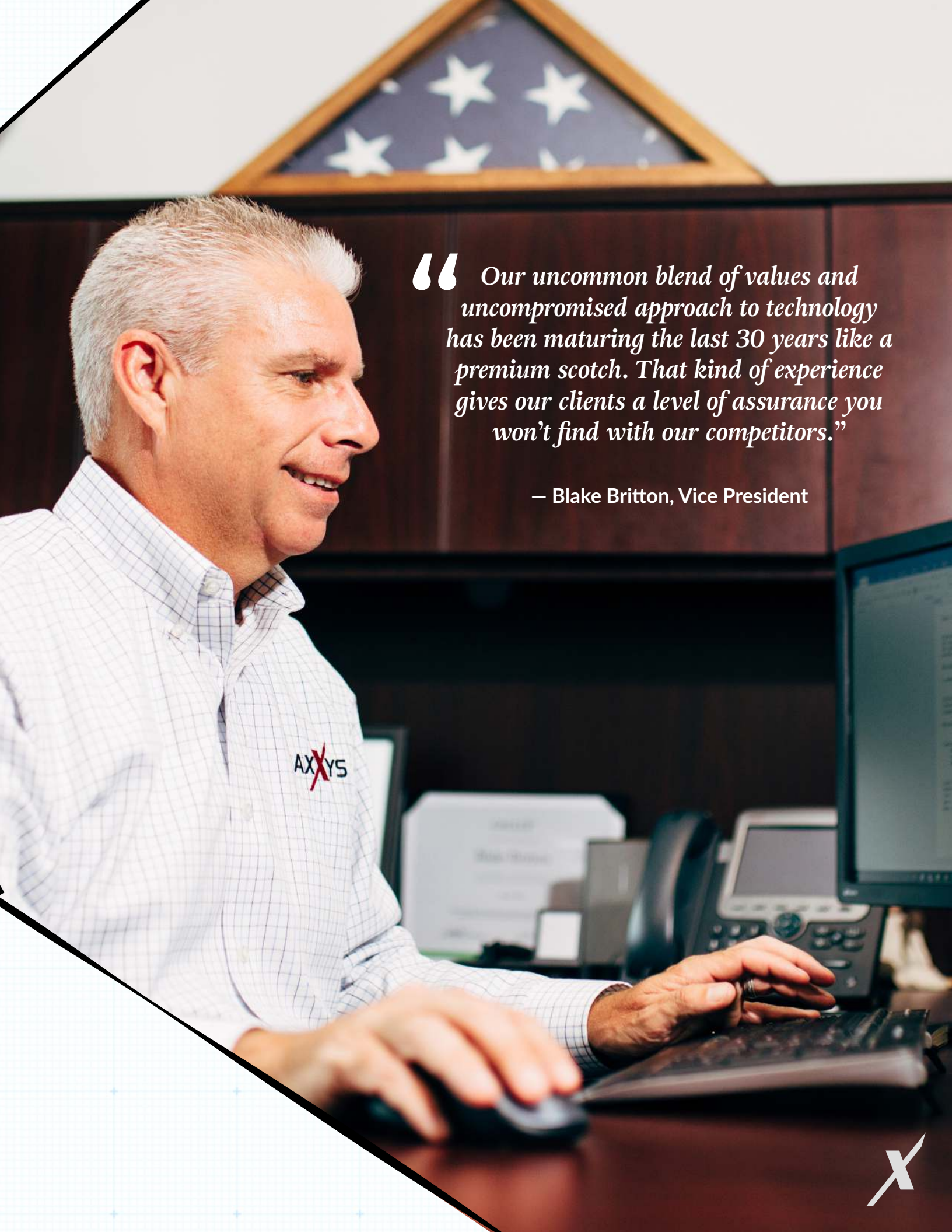
By building and growing an environment that focuses on professional and personal development, we've been able to build a loyal team of top talent and technical experts who provide enterprise-class services for our clients.”

— Jack Safrit, CEO & President



Our Philosophy

Axxys has one main objective – to add value to our client's organizations. We primarily accomplish this goal by helping them generate ongoing opportunities through technology-driven efficiency. The value added by our core values and unique approach to engagement puts us on a higher shelf than our competitors.



“ Our uncommon blend of values and uncompromised approach to technology has been maturing the last 30 years like a premium scotch. That kind of experience gives our clients a level of assurance you won’t find with our competitors.”

— Blake Britton, Vice President



Our Core Values



“...they are so responsive,
knowledgeable, and work well
with my employees.”

— Karen Bitzer, CIO - Roach Howard
Smith & Barton



Engaged Collaboration

We engage our clients as a team. We understand teamwork helps foster creativity and working together allows us to better address and understand our clients' needs.



Integrity

Transparency and honesty allow us to showcase our business ethics and integrity in every aspect of the work we do. We want to earn your trust and a seat at your table. We realize integrity is essential to doing so.



Empathy

Your feelings and needs are important and are taken into consideration every step of the way to make sure we understand how to best serve you.



Passion

We love what we do. We love IT and helping our clients, and aim to make that passion evident in every aspect of our work.



Innovation

The key to best serving our clients as an IT company is to always embrace innovation. We stay on top of the latest trends and technological advancements, and innovate internally to make sure we are using the best solutions for our clients.



The Ideal Client

We are looking for a strategic partner in the same way you are looking for us – once we form a partnership with your organization, we become part of your team. We don't consider ourselves to be simply a “service provider” to your company – we expect to sit with you during meetings and be involved with the discussions of moving your business forward. That's the Axxys difference, and if that's what you're looking for – then you're who we're looking for.

You'll Enjoy Working with Us If:

- You see the value of leveraging technology to your advantage
- You're strategic and forward-thinking
- You view business partners as a driver for the success of your organization
- You expect your IT partner to be at the management table for strategic planning

“...It's nice to know that when we need them we can call and talk to someone and not wait four hours to get a response.

— Jill Cumnock, CEO
Ronald McDonald House of Dallas



What We Offer

Regardless of what you do, you depend on technology. Our team will get to know you and understand how technology currently functions in your business in order to improve it. We'll help you increase productivity by implementing innovative and beneficial IT solutions for your specific situation.



“...Axxys Technologies is truly
our trusted partner.”

— David Lane, Director of IT - Dallas Symphony



Security

- Security Policy
- Backup
- Firewall
- Antivirus
- Networking



Unified Communications

- Voice Over IP Phone Systems
- Video Conferencing
- Messaging
- Collaboration Software



Managed IT

- Managed Devices
- Managed Server
- Managed Voice
- Managed Network
- Data Protection
- Monthly Health Check with TAMs
- Quarterly Strategy Reviews
- Annual Planning & Budgeting Session



Cloud

- Cloud Computing
- Office 365
- Virtualization



Strategic Consulting

- Assess
- Plan
- Engage





Strategic Consulting

Do More with Expert Guidance

Axxys has 30 years of experience enabling customer success through technology. From implementing network security to establishing secure-yet-complex Cloud-based infrastructures, we have the experience and knowledge to help enable your success. Our engaged approach addresses your business, people, processes, and technology needs at every level to guide you to IT nirvana.



Assess

- Holistically analyze IT to find your strengths and weaknesses
- Audit telephone and ISP systems and relationships to drive savings and reliability
- Test network connectivity & security to ensure optimal speed and confidentiality
- Evaluate Regulatory Compliance to avoid potential non-compliance fees and damages

Plan

- Develop an IT strategy to strengthen weaknesses and promote organizational momentum
- Create a Backup & Disaster Recovery plan for Business Continuity
- Determine which solutions and services will best suit your unique needs and situations
- Solidify a technology budget to account for improvements and maximize your IT spending

Engage

- Implement the best solutions and services under expert supervision and guidance
- Utilize Axxys as your CTO or CIO to integrate professional IT into your business
- Drive newfound transparency and efficiency armed with a detailed IT strategy
- Improve client relationships and increase revenue with better tools and more effective processes



Managed IT Support

Simplify Your IT Management

Our flexible approach to Managed IT Services lets you pick and choose which aspects of your IT you want us to manage. Delegating your IT management to Axxys will free you from the responsibility of day-to-day IT monitoring, maintenance, and general management. You'll be able to leverage technology as it was intended and focus on achieving your planned business goals.





Managed Network

- Simplify the complexity of your network infrastructure with Axxys Managed Network. Enjoy content filtering and enterprise-level security everywhere from your tablet to your desktop.

Managed Server

- Maintain server uptime and availability with proactive infrastructure management. Focus on the data you are storing and not the technical details of maintaining it.

Managed Security

- Protecting the confidentiality of your data is critical – for both you and your clients. With proactive security management, you can rest assured your most private information is safe and sound.

Managed Voice

- Stay connected with colleagues and clients with a comprehensive Internet-based voice system. Access communication and collaboration tools which integrate with your existing technology.

Managed Devices

- Receive engaged support for your desktops, laptops, tablets, and mobile hardware. With all your devices fully supported and optimized, you'll be able to sustain a higher level of business responsiveness.



Unified Communications

Seamless, Connected Communication across Your Business

You conduct business across many different devices and solutions. A modern day struggle with business technology is finding a way to make all of your tools work together. Our unified communications offerings streamline your workflows by giving you access to unified and integrated communication solutions. Spend more time conducting business and less time trying to communicate.



Internet Telephony

- Drive cost savings and efficiency with a VoIP system solution
- Gain additional flexibility by hosting your setup – either on-premise or in the Cloud
- High-quality audio and improved reliability will improve your overall communication quality

Video Conferencing

- Face-to-face video conferencing will help you form better business relationships
- Save money on travel for in-person meetings while still achieving the same benefits
- Master digital conferencing with the ability to share documents, screens, and other types of content



Collaboration Tools

- Increase organizational momentum with a centralized collaboration process
- Achieve new levels of internal alignment with real-time collaboration
- Cloud-based management unlimits your creative potential by cutting your physical ties



Cloud

Unchain Your Business from the Physical Office

With your solutions and data resting in the Cloud you'll be able to conduct business from wherever you'd like, whenever you'd like. You'll have enhanced security, greater accessibility, and renewed confidence. Centralize your resources in the Cloud for better collaboration and maximize IT spending by reducing your dependency on physical solutions.



Cloud Computing

- Virtualizing your computer resources in the Cloud provides enhanced security
- Get more out of your IT dollars by lessening your need for physical solutions and hardware upkeep
- Give your organization the ability to work remotely from home or on the road

Microsoft Office 365

- Access your email from any browser or connected device with the newest version of Outlook
- Work with all your Office apps directly from the Cloud, including Word, Excel, and PowerPoint
- Remove your dependency on additional storage solutions with 1TB of storage per Microsoft Office user

Virtualization

- Reduce hardware and maintenance costs tied to localized computer setups
- Maximize your computing power by aggregating and virtualizing resources on-premise or in the Cloud
- Running your workstations virtually improves scalability and accessibility



Security

Defend Your Most Precious Digital Assets Across Your Organization

The confidentiality and security of data is likely the most important service Axxys provides to its clients. From your cell phone to your workstation, we make sure each keystroke, email, and document is secure. We will work with you every step of the way to make sure your organization has the necessary training and policies in place to keep employees vigilant toward protecting your company.



Security Policy

- Prepare and deliver a comprehensive security policy
- Implement pen-testing and regular security audits to maintain future standards
- Generate a security awareness and education plan to provide your employees with proper security training

Firewall

- Proactively detect and mitigate security risks with little to no effort
- Track and improve browser security with a customized DNS firewall to prevent employees from encountering risky sites and emails

Networking

- Rest assured your data is safe with 24/7 network monitoring, active support, and the best wired and wireless connectivity solutions
- Active threat monitoring identifies and addresses security threats before any harm can be done

Antivirus

- Mitigate viruses, malware, phishing, and other potential persistent threats on all your devices
- Advanced reporting on antivirus activity allows you to evolve your approach to security

Backup

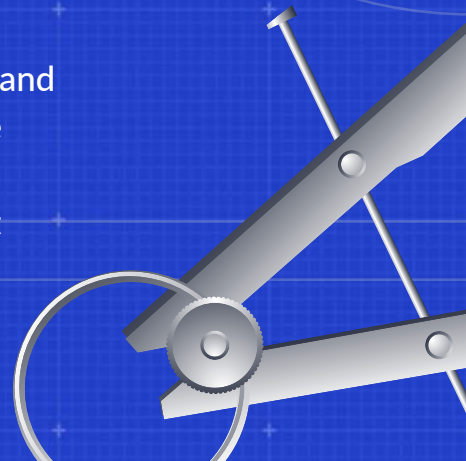
- Ensure business continuity with security oversight on redundant daily backups to address potential risks and vulnerabilities
- Implement a tested disaster recovery plan to keep your business moving when disaster strikes



Professional Services

The Right IT Specific to Your Needs

Our strategic consultants will help assess, plan, and engage with you to understand which of our professional services best suits your needs. Let us walk you through our engaged service model and discuss how we will meet, collaborate, design, apply and manage your technology environment. We will work with you every step of the way so that you are assured that you are getting the exact solutions and services you want.



Infrastructure Design

- Establish your infrastructure on the best available hardware for your applications
- Design a custom infrastructure to support your business on-site and in the Cloud
- Remove the stress of composing your own network with a scalable, customized, and intuitive infrastructure

Enhanced Workflows

- Boost your business growth and velocity
- Automate workflows to increase efficiency and productivity
- Eliminate the need to slow your workflow with manual tasks

Implementation

- Achieve the results you want with our engaged service model
- Expert project management to make sure you get the technology you need
- Achieve the level of assurance you deserve with our transparent process, installation, and training

The Engaged Service Model

What makes our process engaging? No one knows your business better than you do, and that is why we believe it is critical that you have input through every phase of a project. At the same time, no one understands technology and how it can improve business productivity better than we do. That is why we will assist you from an executive level to help you assess, plan, and budget for your technology needs.

1

Meet

Axxys will schedule and perform a basic, advanced, or complete assessment of the production network and individual systems to deliver a working set of documentation. It will outline what you need to know about your infrastructure so you can make an educated decision about your IT support needs.

2

Collaborate

Collaboration is a two-way street. No two businesses are identical, there is no one-size fits all model to delivering the right IT services or solutions. Both of our innovator-inspired project teams, Tesla and Bell, take the time to learn about your business, your processes, and how you interact with your clients so we have a complete understanding of how technology impacts your business. Once the assessment is completed and delivered, Axxys will sit down with you and review the report to help you determine the best options to provide the right levels of support for your business.

3

Design

After your needs have been identified, Axxys IT experts will begin developing a strategic IT plan while designing solutions which will unify the capabilities of your network and systems to improve the reliability, efficiency, security and productivity of your technology and staff.

4

Apply

Upon review and approval of the design plan, Axxys will secure any needed technologies, and begin the implementation and deployment of new solutions and required updates to existing solutions already. By having an implementation plan, Axxys can reduce the amount of potential downtime that may be necessary after hours to get everything in place and properly integrated.

5

Manage

Once the solutions are implemented and the monitoring agents deployed, you'll work with one of our day-to-day support teams, Da Vinci or Wright, they will document, monitor, maintain, support, and report in a way which keeps your network, security, and systems operating at optimal performance levels. Each month, you will meet with your Technical Account Manager (TAM) for a business review and a look at the monthly Health Check report that outlines the performance of all your business technologies.

- **Document** - Every change and interaction is documented
- **Monitor** - All key functions and connections are constantly monitored
- **Maintain** - A proactive approach to maintenance helps mitigate the unexpected
- **Support** - Onsite and remote support for all covered services
- **Report** - Monthly health check meetings and clear communication



Wireless Assessment

Case Study

Description

Relationship: 1987 – present

Industry: Education

Location: Dallas, TX

Problem

Teachers and students were in need of more campus mobility.

Solution Selected

Cisco Wireless

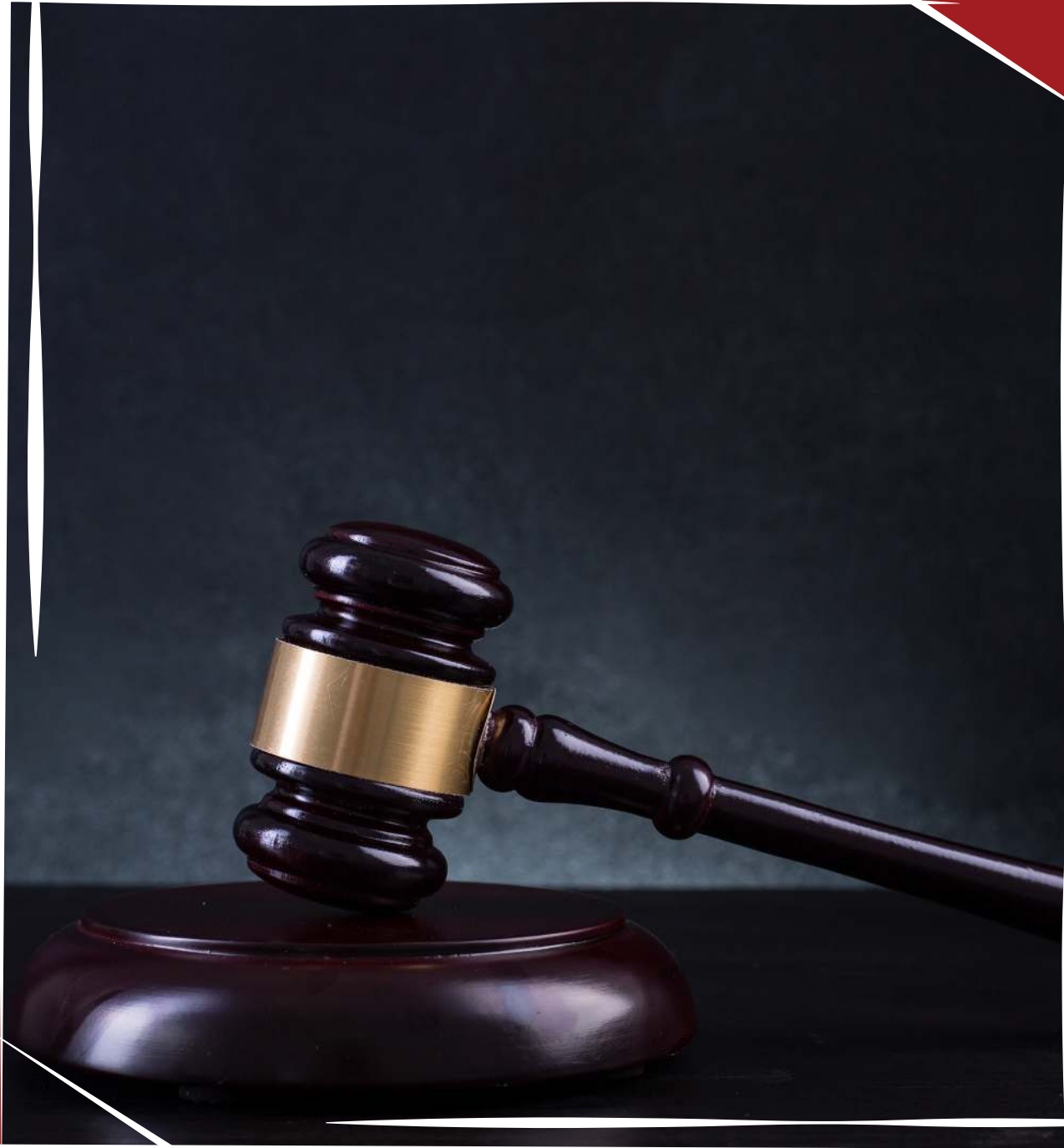
The Project:

Axxys had previously implemented a controller-based wireless system in the major building and more populated areas of the campus. But over time, as the need to support multiple wireless devices per teacher/student increased, wireless density became an issue.

Axxys delivered a complete, new wireless assessment that included a full campus heat map, access points needed per area, as well as the management software for security and configuration capabilities. The implementation delivered an exceptional increase in wireless support capabilities with additional scalability for future needs to meet the growing demand for this educational BYOD environment.

Technologies Implemented:

- Cisco Aironet
- Cisco Wireless LAN Controller
- Cisco Catalyst Stackable Layer 3 Switch
- Cisco SMARTnet



Replaced Current Service Provider

Case Study

Description

Relationship: 2015 – present

Industry: Legal

Location: Dallas, TX

Problem

The firm felt that their current MSP was no longer providing the same level of service as before, so it was time to find a new partner.

Solution Selected

Axxys Technologies, Network Assessment and Technology Refresh

The Project:

A local Dallas law firm was in the process of new office transitioning to a new office when they came to the realization that their current MSP was no longer providing them the level of service that they had received over the past nine years. While in the process of visiting new office buildings, their real estate broker heard their concerns about their IT and asked if they had ever talked to Axxys. That introduction led to discussions over the next few months and resulted in a signed agreement for Axxys to become their new managed services partner.

Next steps included a transition of services, including a network assessment and documentation update. With the majority of systems operating on end-of-support Microsoft solutions, Axxys put together a strategic plan that would lead the firm through a network and systems technology refresh in the coming

months. This plan was designed to improve technology capabilities, improve vendor solutions support, and increase security across all levels of the firm.

Technologies Implemented:

- APC
- Axxys REVIVE Backup/Recovery
- HP Servers
- HP Desktops
- Meraki Security
- Microsoft Server 2012
- Microsoft Office 365
- Server Room Cooling System
- VMware

Testimonials



“Axxys does a great job of identifying, presenting and implementing the right solutions quickly when I have a problem that arises. Because they are so responsive, knowledgeable and work well with my employees, I would refer Axxys to anyone!”

— Karen Bitzer

CIO - Roach Howard Smith & Barton



“Axxys truly understands our business and the time strain and pressure that we are under. I would definitely recommend Axxys Technologies to anyone who has IT needs. They have certainly been there for the State Fair of Texas.”

— Margaret Hannah

Director of IT - State Fair of Texas

“Regardless of what business you are in, I would highly recommend Axxys. They are very knowledgeable, always available, and they are a company we trust!”

— David Ahrens
Bill Utter Ford



“Axxys really understands our business, and the importance of our need to be up and running 365 days a year so we can support the families who stay here. It's nice to know that when we need them we can call and talk to someone and not wait four hours to get a response. We love Axxys!”

— Jill Cumnock
CEO - Ronald McDonald House of Dallas



“I want to thank you for building an organization that I have come to rely upon to assist me when I need subject matter expertise. And for developing depth in your staff who are knowledgeable, professional, and are personable. Axxys Technologies is truly our trusted partner.”

— David Lane
Director of IT - Dallas Symphony



Project Timeline

Discovery

- Introductory call
- Kickoff meeting
- Gather business objectives and collect data

Design

- Gap assessment
- Network stabilization
- Support program design
- Overall solution design

Week 1

Week 2

Week 3

Week 4

Data Review

- Import and organize information
- Outline and summarize objectives
- Create and review reports

Solution Presentation

- Presentation of final solution
- Review client value
- Fine-tune as needed
- Earn client approval

Management Tool Deployment

- Prep onboarding team
- Secure client network
- Deploy advanced support technology
- Stabilize systems
- Begin support

Knowledge Transfer

- Receive equipment
- Prep for remaining upgrades
- Execute projects
- Building internal management documentation

Week 5 - 8

30 Days

Ongoing

Ongoing

Business Review

- Create reports
- Organize information
- Outline and summarize performance and new objectives
- Review with client

Maintain & Impress

- Monitor systems
- Provide pro-active recommendations
- Deliver outstanding support
- Maximize efficiency and productivity



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