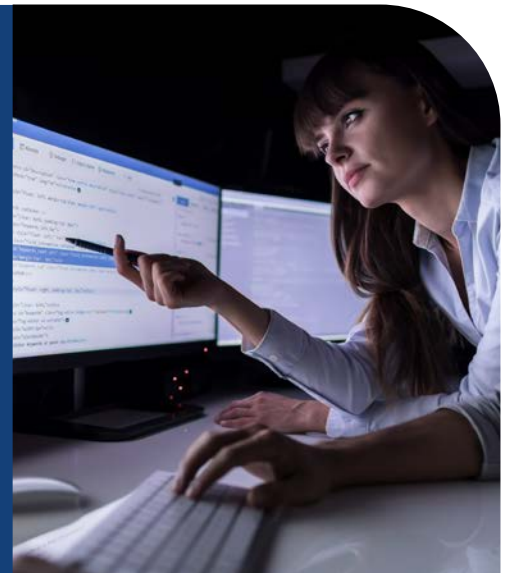# AXIS Premium Support

AXIS Premium Support provides a range of services from qualified and dedicated staff to assist with getting your system ready for your peak demand periods, or simply assisting with new software releases. While clubs don't always have the time and in-house expertise to handle system maintenance and monitoring, they can always depend on AXIS to deliver mission-critical services to their members.

The following chart highlights each of the services you can subscribe to on either a recurring or ad-hoc basis:

Offering	Provides	Benefits	Fees & Other Factors
Health Check & Tune-Up There are many things that can adversely affect the operation of your AXIS server. Periodic tune-ups help to keep your system at optimal performance and your users satisfied. Ideal as a pre-winter tune-up.	• File sizing check in all accounts • Review of purging parameters • Clean-up of all temporary directories • Clean-up of queues for Digital, Portal and POS Processor • Analysis of Portal responders and Response times • Clean-up of Spoolers (Unix and UV) • Written report and action plan	• Identifies and then eliminates those areas where there are bottlenecks or inefficiencies • Ensures your AXIS system is always running at peak performance	• **$3,300** per tune-up

Ready to take advantage of AXIS Premium Support?
Call us at **1.844.568.7933 ext 1** or email at **axis_support@campana.com**

Offering	Provides	Benefits	Fees & Other Factors
File Resizing Available as a one-off event or on an ongoing basis. Periodic resizing of all your AXIS files is necessary to keep the system running at peak efficiency.	• Monthly review of sizing reports for all accounts, with recommendations for urgently needed resizing • Quarterly application of resizing for files that can be done without downtime • Semi-annual resizing of files that require an outage	• Enjoy the benefits of properly sized files year-round; with frequent analysis and adjustment, your system is always running at peak efficiency	• One off: **$815** • Annual: **$2,475** • Users must be off the system during resize • After-hours charges apply after 10:00 pm
UniVerse Upgrade To take full advantage of its capabilities, your UniVerse software will occasionally require an upgrade.	• Version upgrades to provide the latest security fixes • User count adjustments to your perpetual license • On-Demand Licenses to meet seasonal requirements • New functionality	• Keeps your UV system up to date with the latest fixes and features • Ensures you have sufficient license seats for your user requirements	• Current after-hours rates • Downtime (1/2 hour) is required to upgrade a user count or (2 hours) to upgrade the UV version • UniVerse requires an idle system to make any changes to version or user count.
Refresh Test Account Before making a significant change or receiving your annual release, it is a best practice to refresh the test account so you have a known starting point for testing.	• Full or partial refresh of Test from Live prior to a release or on demand • Validation of data after refresh • Setup of all tables, cash drawers, etc. • Test account ready for immediate use after refresh	• Gives your users a representative environment to test new features or configurations	• **$1,650**/refresh

Offering	Provides	Benefits	Fees & Other Factors

Install Release in Test or Live

Loading the Annual release to the test account allows you to evaluate changes and enhancements to the software in an environment that matches your live account.

Rolling the release to live allows you to make use of new features without causing disruption or confusion.

Provides
- Load of release
- Running of all Pre- and Post-load conversions
- File sizing check on all new files
- Dealing with all release errors
- Ensurance of proper configurations and tables post load
- Restart of all processes and phantoms after load

Benefits
- Minimizes downtime by having your release rolled to live in the minimal time
- Ensures AXIS is returned with all new files created and sized properly, all conversions completed, and all special instructions carried out
- Loading a release can be time consuming and confusing since they are done annually; AXIS Support takes the tedium and uncertainty out of loading a release

Fees & Other Factors
- Test: **$815**
- Live: **$1,650**
- Installing a release in production requires an idle system and a planned outage window of at least four hours

Patching Service

Operating systems are constantly being updated to correct problems and address vulnerabilities.

Provides
- Monitoring of published patches for RedHat and UniVerse
- Outstanding patches applied monthly
- Critical patches applied more frequently if necessary
- Subscription billing to allow accurate budgeting

Benefits
- OS and Database kept up to date with monthly patching
- Adherence to security standards - Avoids after hours fees to apply patches on an ad-hoc basis

Fees & Other Factors
- Subscription service is **$550** per month billed annually

Purging Service

Purging AXIS files of out-of-date information improves performance and reduces storage costs.

Provides
- Annual purging of AXIS transactional files based on a club's retention policies
- Purging of four main areas: Membership, Travel, ERS and POS/Financials

Benefits
- Comply with security standards by removing data older than 7 years
- Campana staff conducts purging without disrupting club operations
- Removing outdated data from files makes accessing the remaining data more efficient
- Reduced storage costs
- Decrease backup times

Fees & Other Factors
- Subscription service starts at **$3,000** per year, billed annually
- Contact Alan Campbell for pricing that is tailored to your club's requirements

Red Day Support

At certain times of the year, you will be pushing system usage to its highest, such as when roadside assistance requests are peaking during a major winter storm. You'll want Campana's expertise to ensure peak performance and quick response on system issues.

Provides
- Continual monitoring of the AXIS server from 7:00 am to 9:00 pm
- Support staff logged on to your AXIS server the entire time
- Immediate clean-up of any locks
- Troubleshooting of digital and portal bottlenecks
- Immediate access to subject matter experts, should any problems occur

Benefits
- Improved performance and availability of your AXIS system
- Dedicated attention guarantees an immediate response to issues before they affect the operation of your system
- Access to subject matter experts to ensure issues are dealt with in a timely manner

Fees & Other Factors
- Contact your Product Manager for pricing of this service
- Advance notice of 48 hours is requested

Help Desk Service

Let the AXIS Support team augment your help desk capacity by providing short- or long-term assistance.

Provides
- Assistance to front-line help desk staff by responding to and resolving support issues

Benefits
- Provides a backup for short- or long-term absences in your IT group
- Frees up staff to concentrate on more important projects and initiatives

Fees & Other Factors
- Pricing will be determined upon review of club's requirements

Integrated Solutions. Integrated Minds.