

FAQ Frequently Asked Questions

What differentiates AKOS Total Control solutions?

Fixed cost, budgeted IT service. Remote management resolves 90% of typical issues, leading to less onsite visits. The AKOS solutions are established under a proactive, preventative maintenance approach. We fix problems before they occur. Your IT dollars are wisely invested in your network being up and healthy, not wasted on recovery efforts and loss of business opportunity when it's down?

Employees have access to our 24/7 Help Desk.

How is AKOS different from other IT Support models?

Other IT support firms address problems once they've occurred. Their revenue model is built on hoping a network will go down or have problems. AKOS is a proactive approach designed to monitor your network and prevent or minimize downtime or network outages.

How does the AKOS solution work?

Through state-of-the-art remote software and tools, AKOS proactively monitors a network and devices to prevent problems from happening. AKOS provides an on-site server on your network that gives us the ability to continuously monitor and fix network problems before they interrupt your business operations. It is like having a 24/7/365 network doctor on call to protect your business health.

Can the AKOS solutions help me if I already have IT staff and services?

Yes. We provide IT staff augmentation solutions that save you money. We do the everyday "behind the scene grunt work" that can free up your IT staff to concentrate on pressing business issues. This means you can do more with less staff. Additionally, with AKOS you now have access to Tier 1, Tier 2, or Tier 3 Certified Technicians. This instantly expands the skill sets under your control to address any complex network issues.

Is there a time limit to the hours I can get help with the AKOS solutions?

No. AKOS solutions and help desk are available with no limitations. We are there when you need us and at no additional expense. Just think about what you get with AKOS unlimited support, unlimited technical talents, unlimited monitoring and updating and virus protection services all for a fixed fee. We even provide you an 800 number to call us.

How do I get the AKOS solutions?

We offer a free consultation and provide an exact price quote after we understand your network and business requirements. Some of our clients have realized the AKOS Total Control benefits within a week.

What do I need to install the AKOS solutions?

Our software is on a server that we provide and is connected to your network. Our initial analysis of your network's condition and based on the services that you desire may require software updates and/or installation. Your exact requirements will be established and provided to you as part of the free consultation and pricing quote service.

How long does it take to get started?

After our free consultation, we do a complete systems check. We can begin our monitoring and help desk usually within 1 - 2 weeks.

What support and maintenance is included?

We have a full range of support and maintenance options that can be tailored to your specific needs. Our Total Control support and maintenance solutions include:

- TOTAL Desktop
- TOTAL Server
- TOTAL Backup
- TOTAL Network
- TOTAL Telephony
- TOTAL Email
- MyManagedVoice

Can I afford Managed Services from AKOS?

In most cases, we are less expensive than your existing IT support service. In today's business environment the critical nature of the business IT needs provides significant economic advantages to having 24/7/365 prevention and support services. Our fixed cost model can easily be tailored to your specific budget and company support requirements.

What advantages is there to remote vs. on-site monitoring?

We address potential problems proactively before they occur with our AKOS by remote monitoring 24/7/365 solutions.

On-site monitoring is often reactive monitoring that only addresses issues after the fact.

For many businesses on-site monitoring is not a full time IT duty. Typically it is part of the overall responsibilities of a member of your staff that may or may not be knowledgeable on current with the latest network viabilities.

Most businesses cannot afford the on-site monitoring software and hardware solutions necessary to truly support and protect their network. AKOS' remote solutions provide state-of-art monitoring services that are always current.

Remote monitoring saves you money, is proactive, and provides a better quality 24/7/365 monitoring at a fixed cost. The real question becomes can you afford not to have mission critical support for your network IT needs?

Can Akos replace my current IT staff?

The key is to understand the fact that about 90% of common everyday network problems can be monitored and solved remotely. We have found that our services provide you the opportunity to save on IT staffing requirements and significantly improve on the level of IT skill sets that you can access for critical network issues.

AKOS can help to replace existing staff, augment their efforts, or get some of the highest level of 24/7/365 network support possible.

Do I have access to Tier 3 Support?

By utilizing the AKOS knowledge management system the majority of problems will be successfully closed by our Tiers 1 and 2 support staff. We expect a number of the more technical calls will require and to be routed our Tier 3 support personal. That is why part of our services includes Tier 3 support for the more complex IT network issues. Yes, you do have access to Tier 3 support 24/7/365.

How does AKOS help me deal with IT Complexity, Rising costs and Murphy's Law?

If you have an on-staff dedicated IT person who is overextended or lacks network support experience or no IT support skill in your organization, AKOS support services make sense for your business. Qualified network technicians are hard to find so many small and medium-sized businesses opt to supplement their IT staff skills with AKOS Total Control services. These services offer assistance in areas that are not strong points for staff members, help companies quickly identify sources of system problems, and maintain a proactive monitoring of critical component of your network system.

Will AKOS Managed Services affect my IT Staffing?

Not necessarily, AKOS is a proactive support mechanism that can be a supplement to your IT staff. We often create a more efficient model working together with existing IT staff. Since most business networks are made up of software and equipment from a variety of vendors, one of the challenges presented by any solution is determining who is responsible for handling specific problems. With IT personnel in place, the problem source may be easily identified if they have the right skill sets, but a company without extensive technical IT resources may find itself bounced between many options before the network culprit is diagnosed. With the depth of our IT support services AKOS gets you to answers quickly and efficiently.

What is so innovative about AKOS?

AKOS is focused specifically on proactive network services that monitor and solve 90% of the common, everyday IT problems. AKOS offers a complete family of support options. These services consider network design, installation, configuration, network documentation, disaster recovery, security management, routine maintenance, and network analysis—a system "physical" that ensures your network is maximizing its power.

The proactive remotely managed nature of these services linked with our 24/7/365 help desk support is truly unique. Particular when you consider that it is at a fixed easily managed monthly cost.

Is the AKOS IT Support a new approach?

IBM Global Services started enterprise level managed services. AKOS is now making it affordable and available to any company. The AKOS approach is new and unique because it is an affordable fixed cost solution with unlimited 24/7/365 help desk availability.

How does degradation of my network affect my business?

There are costs that companies must consider when a network is not operating efficiently. One of the most obvious and costly is employee down time and loss of productivity. According to the SBA, (Small Business Association) many companies now experience a 10-day loss of productivity per employee, per year, due to IT problems.

Other considerations in today's world are the constant need for software updates and the fact that Spyware outbreaks are escalating. Spyware alone now offers not only frustrating productivity issues for your company but can be an outright security treat.

How do I choose external IT Support?

As with any network support group, it is important to investigate how technically savvy they are. While network support groups may excel at developing and implementing networks, you also need to check the quality and availability of their support department. Find out how many trained technicians they employ and what if they can escalate your needs up to a Tier 3 skill level within their organization.

AKOS proactively monitors your network while most support groups are strictly reactive. We have a 24/7/365 help desk availability where most can only be contacted only during their working hours.

AKOS raises the standard in external IT Support. If you compare us to others in the industry, we are confident you will see AKOS as a leader.

Which is better; internal or external IT services?

For small to large networks, relying on your own internal technical knowledge or the knowledge of someone within your organization may no longer be enough to get your system up and running and keep it operating smoothly. When trying to determine if this makes the most sense for your TCO, factor in the hourly value of your time, the cost of tackling repair problems that are outside of your company's expertise, and the cost if something goes wrong.

Many businesses are outsourcing the IT services as a way to control costs and focus the business on its core objectives.

What is the difference between proactive and reactive IT Support?

AKOS' proactive maintenance approach identifies and eliminates threats to your IT infrastructure before they harm system performance. This is unlike most traditional IT Support companies that only react to your problem once it occurs. Their business model is to make money when a business experiences problems or the network is down. Our business model is based on the principal of keeping your Network and business operations health and active so you can make money.

How much does SPAM, Spy-ware, Adware, Malware and viruses cost my company?

Estimates vary but the IT industry and the US Government has determined the costs of SPAM, Adware, Malware and Spyware will continue to increase over the next few years. All it takes is one careless user on in your computer network downloading a free file swapping program poisoned with these malicious programs to place user names, passwords, and customer data at risk without you ever knowing.

This threat and costs associated with defending your company against attack is mounting daily. Spyware attacks are only going to continue to gain in frequency and cleverness. Unlike the viruses that simply disrupt network performance, Spyware and Adware have a financial goal that motivates them and hackers are doing everything possible to access your network.

How can AKOS offer fixed cost IT Support?

We know that remote management can solve +90% of problems if the network is monitored correctly and kept current with the proper updates. Therefore, we know from experience what a company's IT costs should be. Based on our experience and understanding of real-time proactive monitoring we are able to provide you the most unique and robust IT support available.

Do we really get unlimited 24/7/365 help desk support?

Yes, this is one of the most distinctive and unique aspects of our services. You get unlimited access to an escalation model from our help desk. Upon calling our Help Desk, the complexity of a problem is routed to a Tier 1, Tier 2, or Tier 3 Certified Technician usually within minutes. AKOS is there for you 24/7/365.

Where is the AKOS support center located?

The AKOS Network Operations Center and Help Desk is in Jacksonville, FL. It is backed with redundant connections to the Internet, emergency power and a 24/7/365 staff.

What is the total cost of my network ownership?

The key to understanding the total cost of your network support is anticipating the level of expertise your system requires and the cost of not having the right solution in place. In this world a range of network service options is available. AKOS has established a fixed cost model for you that allow you to analyze which solution you should consider for your business. We charge for our services on a per device monthly basis. This allows you to budget your IT costs.

If you have an on-staff dedicated IT person who is overextended or lacks network support experience or no IT support skill in your organization, AKOS maintenance contracts may make sense for your business. Qualified network technicians are hard to find so many small and medium-sized businesses opt to supplement their IT staff skills with AKOS Total Control service contracts. These agreements offer assistance in areas that are not strong points for staff members, help companies quickly identify sources of system problems, and maintain a proactive monitoring of critical component of your network system

Since most business networks are made up of software and equipment from a variety of vendors, one of the challenges presented by any solution is determining who is responsible for handling specific problems. With IT personnel in place, the problem source may be easily identified, but a company without technical resources may find itself bounced between many options before the network culprit is diagnosed.

The total cost of your network ownership will vary significantly based your access to the proper IT skill sets. With AKOS you have unlimited access and Total Control over your network at a fixed cost.