



The leading provider of Service Management Technology



Scalable ITSM and ITOM software in one easy-to-manage solution

Flexibility through configuration, rather than expensive customization and development

Seamless upgrades facilitate easy migration

User experience is modern, clean, and intuitive

One Solution for all your Service Management needs...



The assyst IT Service Management and IT Operations Management solution

assyst is our One Solution approach to service management. It is designed & built to transform IT departments focused on technology into business-focused customer service teams. Our comprehensive ITSM and ITOM solution is scalable, intuitive and easy to use. assyst helps you design and deploy support channels to enable optimum service delivery for your organization.

Acknowledged Innovative Force in Market



Positioned as a Champion in the Info-Tech 2017 Enterprise Service Desk Software Vendor Landscape report



Consistently featured in the Gartner Magic Quadrant for ITSM Tools



Ovum's 2016 Decision Matrix places Axios first in 5 categories



Verified by Pink (first to be accredited for all 16 processes within a single solution)

Meet the Challenges within the World of IT

Organizations are facing similar challenges—they need to get to market faster, respond to customers quickly, and deliver top quality services - all while being easy to interact with, collaborative and secure.

In IT, these demands are being juggled on top of the day-to-day costs of keeping the lights on, which typically takes about 80% of the budget. At Axios, we help you break the 80/20 cycle by offering a fit-for-purpose all-in-one comprehensive service management solution, *assyst*.

Go Faster

Automate & deliver with ease - ease of use and ease of admin

Go Digital

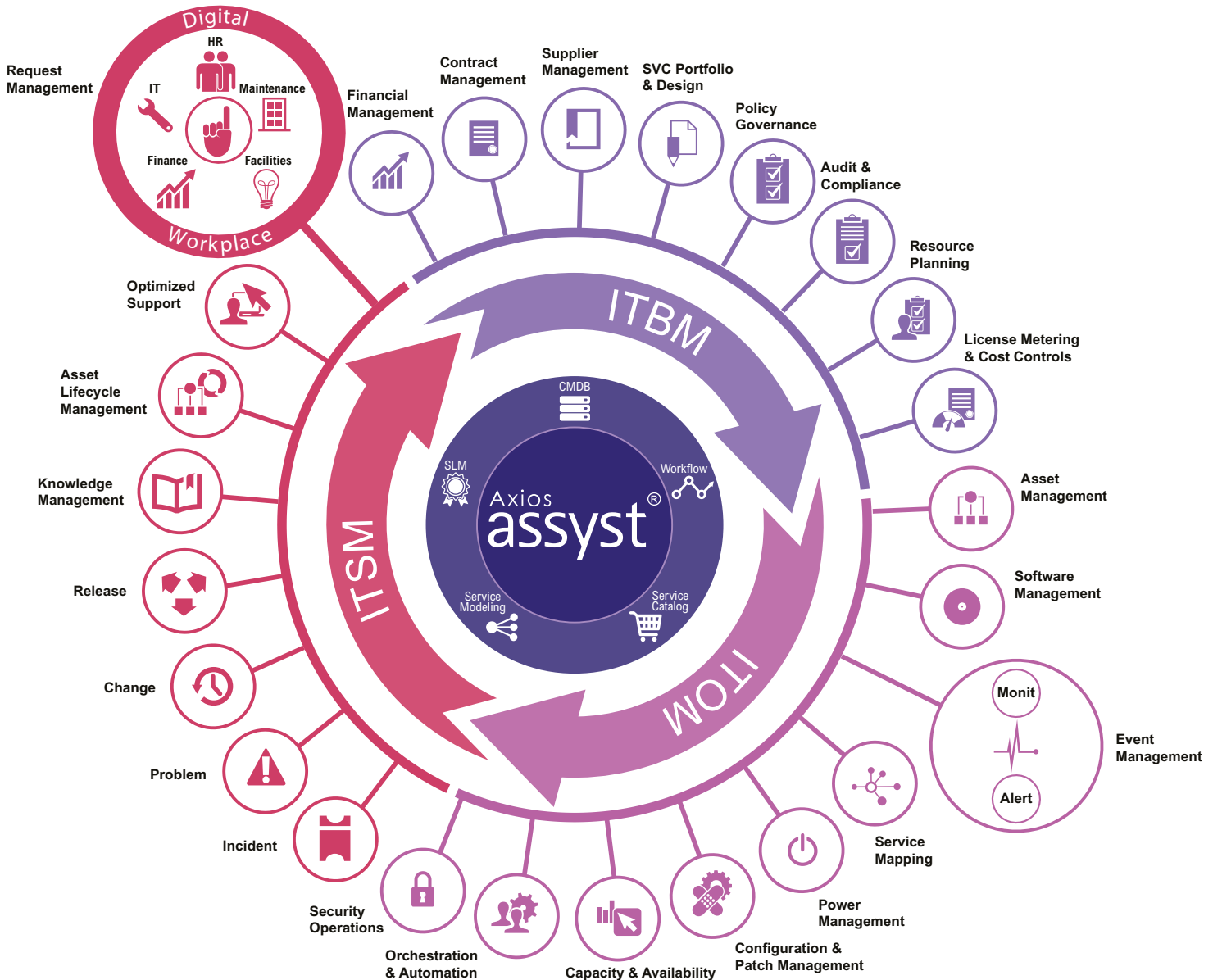
Work the way people expect - Omni channel solution to drive collaboration

Be Secure

Leverage end-point discovery, monitoring and management for increased supportability

Break 80/20

Empower users and automate tasks to free up resources



IT Service Management

assyst helps you design, deploy, manage, and optimize your services and support channels so that you can provide the best service and user experience in the most cost effective manner.

IT Business Management

Get your IT support under control, reduce costs and align IT activity with business priorities. Build a productive IT department that delivers measurable value with IT Business Management features.

IT Operations Management

Manage your IT infrastructure and end-points with hardware and software asset management, application and service monitoring, license management and more, with *assyst* IT Operations Management features.

Delivering on Promises - Every Time

Axios© unique Customer Success Program is based on a mutual partnership between Axios and our customers. Our success as an organization is measured by the success of our customers. Working together to establish goals, and the plan to achieve those goals, is the start of the journey that we will embark on together. Having the right people, product, and processes are the critical factors that drive a successful partnership.

Customer User Journeys:



Digital Transformation

"Before implementing assyst, our customer service department received over 12,000 calls a month, had no way of tracking productivity and had zero self-service. Now, with assyst implemented, our customer service department has seen the call volume go down and we are able to track capabilities and analyze raw data to provide real time solutions to business issues."

GLOBAL MANUFACTURER



Reduce Service Outages

"With six separate Help Desks it was becoming increasingly difficult to manage our IT infrastructure. We wanted one system to effectively rule them all. By looking for an out-of-the-box solution that adhered to ITIL Best Practices we recognized we could easily move from our current system to Axios's assyst solution and achieve our goal quickly."

GLOBAL MANUFACTURER



Maximize Security & Minimize Risk

"Automatically disabling accounts saves time and improves IT security. It also reduces IT storage requirements, saving us money. In fact, since deploying assyst, the technology team has been able to delete so many obsolete files, it has freed up one third of our allocated storage space, releasing over 3 terabytes of data stored in servers."

LOCAL GOVERNMENT



Prepare For Vendor License Audit

"Now, automated compliance auditing means that any workstation plugged into any part of the network is regularly checked, guaranteeing compliance on an ongoing basis. If a new workstation with a blank drive is plugged into the network, it is automatically discovered, checked, and installed with the correct set of applications and configurations for that department."

GLOBAL AGENCY



Shift Left

"Using our technology to automate what was previously a massive manual overhead has allowed our customer to reach a tipping point; a point where they have become more progressive, pro-active and strategic about what IT does for the organization."

GOVERNMENT AGENCY



Support in 3 Key Areas:

We're not just about selling tools; we work with our customers throughout their ITSM journey. We help turn your ITSM roadmap into reality, delivering long-term value that makes a real difference to IT – and delivers lasting success for the business.



The Right Software

- Entire Lifecycle of Service Management
- Open Integration for a Comprehensive Solution
- Collaborative Roadmap



Expert Services

- ITSM/ITIL Experts
- Solution Implementation Roadmap
- Industry Good Practice
- Knowledge Transfer Approach

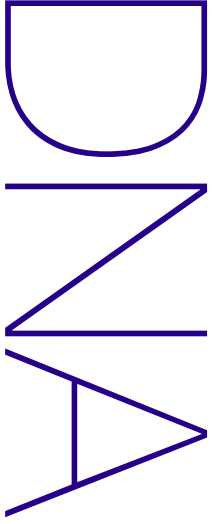


Customer Success

- Personalised Adoption Strategy
- 24Hr Service Desk
- Dedicated Account Manager
- Dedicated Team of Solution Architects

Discover more customer journeys at: www.axiossystems.com/resources

Innovation
is in our



Since its inception in 1988, Axios Systems has been 100% focused on IT Operations and IT Service Management (ITSM) solutions, its rhythm of innovation leading the way through the evolution of ITIL®.

“Axios assyst is a comprehensive ITSM platform that supports all ITIL® processes and combines ITSM best practices with modern collaboration features and a strong self-service portal to empower end users. Axios assyst should be on the shortlist for any large multi-site organizations that are focused on process improvement and creating an enterprise services model.”

Info-Tech Research Group



Find out how *assyst* removes the pain of solution upgrade & replacement

www.axiossystems.com/demo



ITSM & ITOM SOFTWARE



Axios Systems is committed to innovation by providing rapid deployment of SaaS and on-premise service management software. With a global client base in mind, Axios's enterprise software, *assyst*, is an out-of-the-box solution designed to transform IT departments from technology-focused cost centers into profitable, business-focused customer service teams.

www.axiossystems.com