
Additional SLA Terms

Continuity Cloud Provisioning SLA

If the issue severity is critical, and a partner will be paying for Continuity Cloud usage, new Continuity Cloud nodes will be provisioned and accessible to the partner within 60 minutes of the critical ticket being submitted.

If the issue severity is not critical, and partner will be paying for Continuity Cloud usage, new Continuity Cloud nodes will be provisioned within 1 business day.

If the Partner is receiving a demo or free Continuity Cloud services, nodes are provisioned based on queued demand, and available free/demo capacity; no guarantees are made regarding timing or availability of demo/free capacity.

- **Contact GMT Support at +44-203-900-0760**
- **Contact US Axcient Support at <https://partner.axcient.com/login> or 800-352-0248**
- **Free certification courses are available in the [Axcient x360Portal](#) under **Training****
- **To learn more about any of our Axcient products, sign up for a **free one-on-one training****
- **Subscribe to the [Axcient Status page](#) for a list of status updates and scheduled maintenance**

No-Cost Training

Regardless of when a technician joins their MSP, they should get access to the same complete training program as the techs before them. Axcient makes that possible with live, on-demand, one-on-one trainings, available both online and in-person. On the other hand, seasoned technicians may need a refresher on solution capabilities and features as they apply to new business use cases. And with regular Axcient product updates, releases, and launches, technicians always know how to get a guided tour of what's new.

Partner-driven Training to Improve Retention and Utilization

Training starts in the [x360Portal](#), where MSPs can quickly and easily sign up for the time, duration, and location of the training they desire. So regardless of how much knowledge you come in with – whether you're brand new or need a tune-up – our training team is equipped to help you reach your goals.

Training scheduler within the x360Portal

Schedule a 15, 30, or 60-minute training session with our team on the topic of your choice. <https://axcient.as.me/training>

The Axcient Onboarding Program

The Axcient onboarding team helps new partners configure and optimize their business continuity and disaster recovery (BCDR) solutions. This initial stage is critical because it sets the tone for our partnership going forward. Partners meet their dedicated account managers and training specialists, get introduced to support channels and resources and learn how to navigate the x360Portal.

Our 4-tier onboarding program includes the following:

- 1. Product Training and Certification:** To ensure our partners can efficiently train and certify their technicians on Axcient products, Axcient offers both online training and product certification, as well as instructor-led training at no charge.
- 2. Deployment Review:** After partners have deployed their solutions, Axcient provides an in-depth site review to make sure they are set up effectively to monitor and manage their solutions and meet client SLAs and deliver uninterrupted business continuity no matter what.
- 3. Axcient Marketing Portal:** The [Axcient Marketing Portal \(AMP\)](#) gives partners free and unlimited access to a variety of already-done marketing tools to help grow their MSP. Resources include brandable assets and collateral, personalized email campaigns, custom social media campaigns, engagement reporting, and marketing development funds (MDF).
- 4. 1:1 Personalized Support:** There's no limit to the amount of knowledge an MSP and their techs can have about their BCDR solutions. To support long-term learning and an extensive understanding of Axcient's capabilities, training specialists are available for partners to get one-on-one guidance throughout each of their deployment milestones.

While the onboarding program is designed to introduce MSPs to Axcient and their new solutions, we pride ourselves on the simplicity of our products. With features like silent installation, straightforward deployment, and the elimination of overwhelming 'rip and replace' requirements, some MSPs are backing up within minutes.

Axcient Status Page

Axcient's home for real-time and historical data on system performance. <https://status.axcient.com/>

ABOUT AXCIENT:

Axcient is an award-winning leader in business continuity and disaster recovery for Managed Service Providers (MSPs). Axcient x360 provides one platform for MSPs to Protect Everything™, and includes BCDR, Microsoft 365 and Google Workspace backup, and secure sync and share. Trusted by more than 3,000 MSP partners worldwide, Axcient protects business data and continuity in the event of security breaches, human error, and natural disasters.

CONTACT:

Axcient, 707 17th Street, Suite 3900, Denver, CO, 80202
Tel: 720-204-4500 | axcient.com

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