



SKI RESORTS & DESTINATIONS

→ ENGLISH

AXESS



Hello!
We are
Axess.



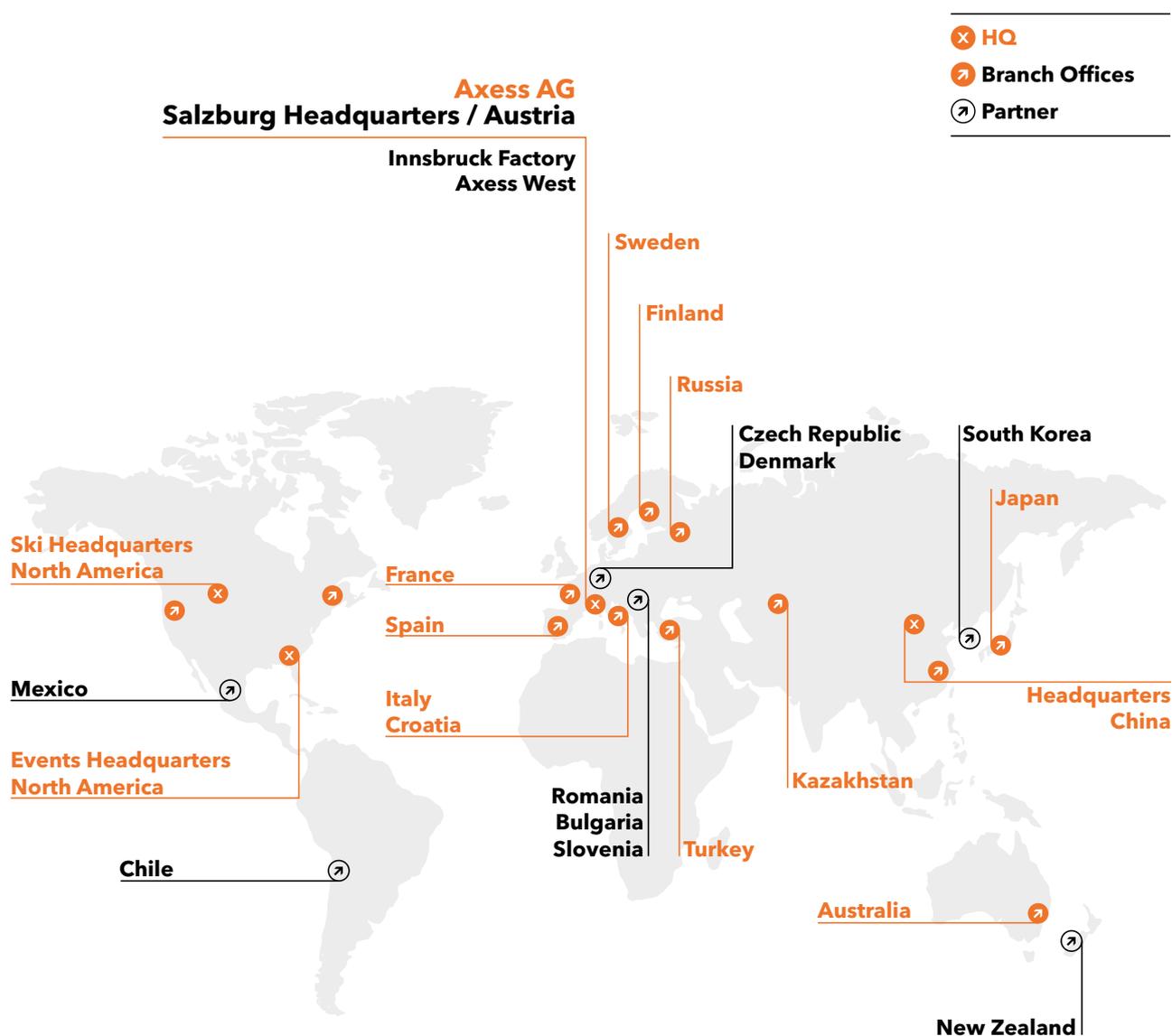
Axess AG

We enhance customer experience

We offer intelligent and innovative ticketing and access management solutions for mountain railways and ski resorts. Ticket sales, automated data management, store cash registers and stock management, F&B, online sales, reservations, CRM and admission monitoring can be operated and managed in

a single system. Axess is a full-service partner in all these areas. Our central datacenter makes it possible to integrate as many products or features as are needed. No matter whether it's a family skiing resort or a large mountain resort. Axess' modular system also makes it possible to add updated features in the

future. A wide range of third-party products can also be integrated. At Axess, we make everything ourselves. Our software and hardware is developed at our company headquarters in Anif and produced at our own factory in Innsbruck. Our tickets and access solutions all are "made in Austria".



Worldwide on snow.

Canada
 Les Sommets QC
 Big White BC
 Winsport Calgary AB
 Station Mt. Tremblant QC

USA
 Mammoth Mountain CA
 Big Sky Resort, MT
 Deer Valley, UT
 Alta UT
 Snowbird UT
 Solitude UT
 Killington VT
 Sugarbush VT
 Jay Peak VT
 Blue Mountain PA

Chile
 Valle Nevado
 La Parva
 Corralco

Argentina
 Ushuaia
 Cerro Castor

Germany
 Alpen Plus
 Skiwelt Schöneck
 Oberaudorf
 Predigstuhlbahn
 Jennerbahn

France
 Chamonix - Les
 Houches
 La Plagne Paradiski
 Les Arcs Paradiski
 N'PY
 Les Portes du Soleil
 Grand Massif
 Pra Loup-Val d'Allos
 Montgenèvre
 Valberg
 Sancy Massif

Spain/Andorra
 La Molina
 Vall de Nuria
 Espot
 Vallter 2000
 Sierra Nevada
 Boi Taull

Switzerland
 St. Moritz
 Engelberg
 Flims Laax
 Jungfraubahnen
 Stoosbahnen







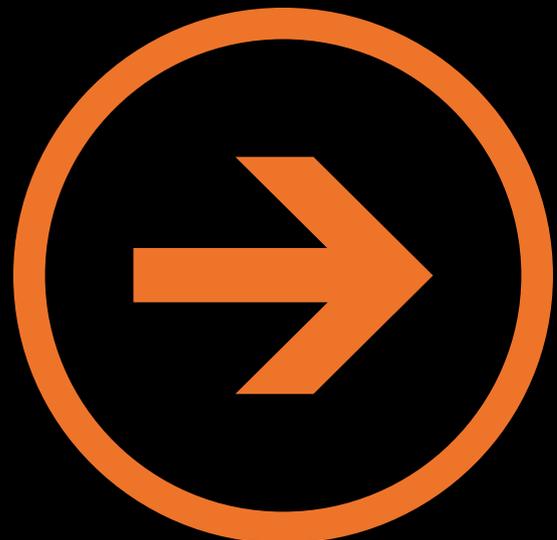
AXESS



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Smart Software by Axxess

Axxess' innovative software solutions make access systems even smarter. From standardized interfaces to CRM solutions. Customer registra-

tion and customer loyalty programs are part of a complete solution for a resort and thus offer the possibility for better, customer-oriented op-

erations. No matter which solution you choose, you're always on the safe side with Axxess' intelligent software.



Axess Web Ticketing Program (WTP)

Webshop solutions for smart e-commerce

Buying tickets in a line-free and convenient fashion over the internet is more popular than ever. No-body wants to wait in long, stressful lines, which are a strain both on customers and staff. The Axess **Web Ticketing Program (WTP)** supports ski resorts with a modern online ticketing system. Both for the B2C and the B2B sectors. Guests receive

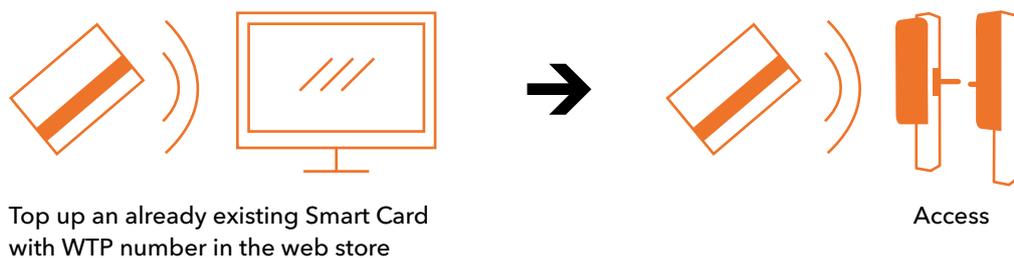
a voucher after purchasing a ticket in the web store. This can be exchanged for a ski ticket quickly and easily at a cash register, the Axess **TICKET KIOSK 600** or the Axess **PICK UP BOX 600**. Regular guests who have an Axess **Smart Card** with a WTP number can recharge it as often as they like via the web store. Axess WTP Sales also helps

to set up external sales points with very little effort. With the B2B web store, B2B customers are supported in offering their guests the best service. Guests can thus start their day in a relaxed fashion and get straight from their hotel to the slopes. This ensures satisfied guests for the long term who always love coming back, and enjoying many relaxed ski days.

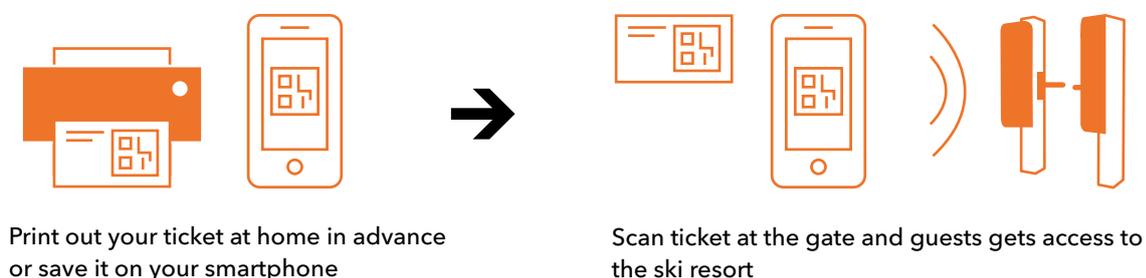
Smart Card Pickup (Axess PICK UP BOX 600/ TICKET KIOSK 600)



Top up smart card



Print@home tickets / smart card barcode phone



Interfaces

Uncomplicated integration of third-party systems

DCI4ExternalPOS

The **DCI4ExternalPOS** interface guarantees that all information required for ticket generation is fed into the external POS system. AX-Coding enables the external POS system to encode the smart cards via the installed Axess **SMART PRINTER 600** or the Axess **SMART PAD 600**.



Axess DATACENTER

DCI4FinancialAccounting

All transactions are posted to an external financial system via the **DCI4FinancialAccounting** interface. Thus, the generation of delivery notes or the dunning process can be based on data from the Axess system.

DCI4WTP

The **DCI4WTP** interface enables external sales channels to generate authorizations for the creation of barcodes or QR codes. This function is used exclusively for the production of bar code tickets. A classic application is, for example, the creation of tickets for single mountain trips during summer operations.

DCI4CRM

Via the **DCI4CRM** interface, data collected by the Axess system can be exported to external CRM programs and analyzed.



Axess RESORT SOLUTIONS

All ski resort areas in one system

Axess offers a variety of solutions for almost all areas of ski resorts and mountain railways. The functionality of all our products is based on the latest technologies. Our solutions are refined every day and thus form the basis of our success. Axess **RESORT SOLUTIONS** offer smart solutions for optimal ski resort management by integrating the services of external providers. All-in-one management reduces the

administrative workload, successfully supports the management team in making business decisions, and helps to keep the personnel structure lean. The full service package consisting of ticket booking, parking, ski rental, locker, F&B solution, prepaid ticket function, store management, dynamic pricing and ski instructors offer operators a perfect solution.

Features

- › All offers and services of the ski area/resort can be operated on one platform
- › Customer accounts
- › Central datacenter
- › Intuitive user interface
- › CRM applications integrated
- › Partner companies can be integrated
- › Design along the same lines as the corporate identity
- › Individually configurable reporting
- › Data protection compliant



DCI4FINANCIAL ACCOUNTING

- › Create invoices
- › Settle delivery note sales at end of month collectively
- › Settle delivery notes
- › Can be fully integrated into CLICS
- › Thanks to its layout editor and template selection, this invoicing tool offers maximum flexibility



RESORT.GROUPS

In the Group Management Tool, a travel group's personal data is already recorded by the tour operator. This benefits everyone. The tour operator from better conditions and the cashiers on site from easier guest processing.



DIRECT TO LIFT (DTL)

Straight to the lift! The advantage: Being able to arrive on the slopes and start to ski without ever having to queue or buy tickets on site. With DTL, it's easy to recharge your ski pass every time. Billing is done automatically, according to actual ski pass use, via credit card.



REVENUE SHARING.FREQUENCY BASED

- › Simple billing according to a predefined key
- › Frequency charging: Billing according to number of trips
- › Time charging: Billing according to length of stay



RESORT.CHARGE

Axess **RESORT.CHARGE** transforms your ski ticket into a digital wallet with which you can pay conveniently and securely. Smart payments at a ski resort can be made either by simply opening an account and paying the balance at the cash register or by depositing a credit card in the customer account. The deposited amount is posted centrally in the **DATACENTER** to the appropriate account. The account can be extended by members at any time and can also be used for payment in the online store.



RESORT.RENTAL

The **RESORT.RENTAL** solution enables a fast and smooth rental process. The administration of customer data, inventory and billing are all done in one system. Guest registration and equipment reservation is done online or in the store.



RESORT.F&B

Axess **RESORT.F&B** can be individually configured and adapted to the needs of a business or resort. In this way, this smart solution can be used from kiosks to restaurants. With the Axess **HANDHELDS**, ringing up at the cash register becomes child's play and saves a lot of time. The creation of formulas in Axess **RESORT.F&B MANAGER** enables product management that matches stock levels and facilitates reordering and inventory.



SMART PRICING

Axess **SMART PRICING** is one of the most effective tools for increasing sales and optimizing revenue. Changing guest and consumer behavior offers the opportunity to boost ticket sales using dynamic pricing - in order to increase turnover and make optimum use of the ski resort as a result.



FLEX DAYS

Axess **FLEX DAYS** offer families or groups of friends the greatest possible flexibility at the best price. Each family or group member is created and linked to **FLEX DAYS**. Immediately, access to the allocation already paid previously is possible for every recorded member. All **FLEX DAYS** users can use the allocation individually. Adding or removing group members is possible at any time at a point of sale.



RESORT.LESSONS

Axess **RESORT.LESSONS** offers simple ski school integration. When a booking is made, the time management system suggests available time slots to guarantee perfect ski instructor utilization. Guests can communicate directly with the ski instructor via smartphone. Reporting and billing also runs via the system.



RESORT.LOCKER

The Axess **RESORT.LOCKER** solution enables easy locker management integration. The booking, billing and administration of the lockers is done centrally and at a glance. The authorizations for the lockers can be booked directly on your ski ticket, making it the key to the lockers at the same time.



SMART RETAIL

Axess **SMART.RETAIL** enables store integration in the ski resort. Items can be created and invoiced via the POS system. Inventories and reporting also run via the central database.

Axess CONNECT

Combines the interests of guest and ski resort

With Axess **CONNECT**, ski resort operators have a marketing tool to communicate with their guests. For people today, their information center is their smartphone and there's hardly any area of daily life that is

not directly or indirectly connected to digital technologies. It's the same with ski resorts. Digital tools have become indispensable at ski resorts. From ticket ordering and information supply to gamification

and social media - **CONNECT** brings these features to everyone. In the process you get an individually configurable complete package - not just interfaces to external solutions.

Axess CONNECT.APP

The interface to your guests

Skiers receive all the information they need about a ski resort via the Axess **CONNECT.APP**. Thus, the weather, food & drink highlights, events, offers and ticket information can be called up on one's smartphone. But the app user can also interact directly: to buy tickets, book offers or share their experience on social media channels. This opens up new opportunities for

the operators of a ski resort to merchandise their products efficiently and communicate directly with their guests. By networking customer profiles with various offers, guests can create individual leisure programs tailored to their personal preferences. Push notifications allow direct and very individualized communication.

Features

- › Weather
- › Ticket store
- › Ski run maps
- › Lift status indication
- › Event calendar and offers
- › Social media
- › Food and drink offers
- › Hotel guide, shopping guide



Mobile in-app ticket store

Mobile tickets (QR code, voucher) and ticket reload using a WTP number

Events & social media

Restaurants, bars, events and offers in the ski resort

Ski resort info service

Weather, ski runs, lifts and geo information



Axess **CONNECT.CRM**

Tailor-made communication

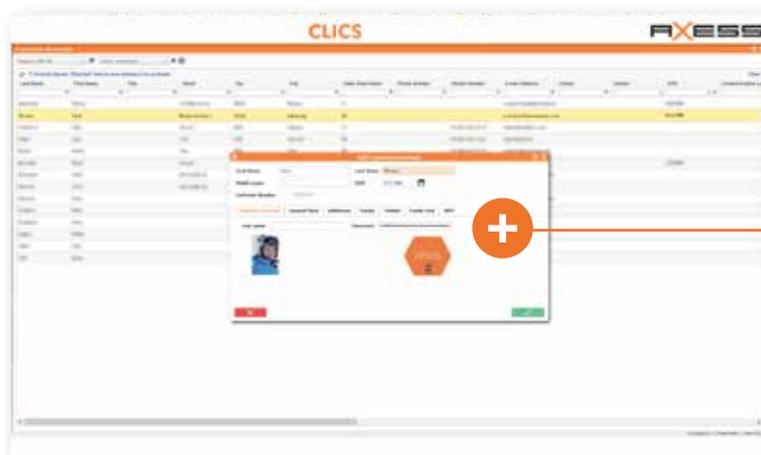
Axess **CONNECT.CRM** makes a systematic structuring of customer relationships possible and helps to improve interaction with guests.

The data is recorded centrally in the Axess **DATACENTER**. Here, a guest's personal data is managed in a customer account and can be used for marketing activities. As an operator, **CONNECT.CRM** helps you to get to know the needs of your customers even better and is thus able to offer

the best possible service. Querying time periods, purchasing behavior and specific personal data takes place centrally. After reporting, news can be sent directly to guests via SMS or email with the integrated, user-friendly newsletter tool. In addition to newsletter marketing, Axess **CONNECT.CRM** also offers customer retention via gamification. Here, a levelbased success system is used, which promotes interaction with guests.

Features

- › Central data acquisition
- › Personalized customer account
- › Data protection compliant
- › Filter for specific queries
- › Individual reports
- › Intuitive user interface
- › Push messages via SMS
- › Newsletter dispatch via email
- › Design can be customized to corporate identity



Personalized customer account
Collection of all relevant personal data



News dispatch
Via email or SMS

Axess FLEX DAYS

Flexible skiing fun for the whole family

Axess **FLEX DAYS** offer families or groups of friends the greatest possible flexibility at the best price. Each family or group member can be created and linked to **FLEX DAYS** individually. Immediately, access to the allocation already

paid previously is possible for every recorded member. All **FLEX DAYS** users can use their allocation individually. Often this is also available at more favorable terms and conditions. Adding or removing group members is possible at any time at

a point-of-sale, where you will also find a simple overview of the tickets already used. Additional skiing days can be added to your allocation at any time.



Features

- › Special tariff for allocations
- › Flexible allocation use during the season
- › Booking of ski days to the existing allocation
- › Add or remove family/group members
- › Manual reduction of the allocation possible
- › Overview of ticket history and usage

Axess SMART PRICING

Dynamic pricing strategy

Axess **SMART PRICING** is one of the most effective tools for increasing sales and optimizing revenues. Already at the beginning of the season, this software enables a good forecast to be made for the following months. A special feature is that the system carries out a target vs actual calculation every day and adapts the price if necessary. This check ensures on the one hand that the desired revenue target can be achieved at the end of the season and on the other that a reduction in prices is still possible in the event of worsening conditions. These dynamic price models thus also

ensure higher customer satisfaction, as a better price-performance ratio can be offered. Prices are clearly displayed in a calendar preview and can be readjusted manually by the operators on site in case of unexpected developments. Axess **SMART PRICING** is a very effective tool for increasing sales. The algorithm takes into account all of the important data, such as historical data from the previous season, vacation dates and weather forecasts for the following week, and automatically generates an adjusted ticket price.

Features

- › Revenue optimization
- › Price categories are synchronized with the desired sales channels
- › Flexible and manual adjustment of prices possible
- › Increase in online sales and collection of customer data
- › Early-bird discount for rapid cash flow
- › Simple definition of discounts and sales promotions

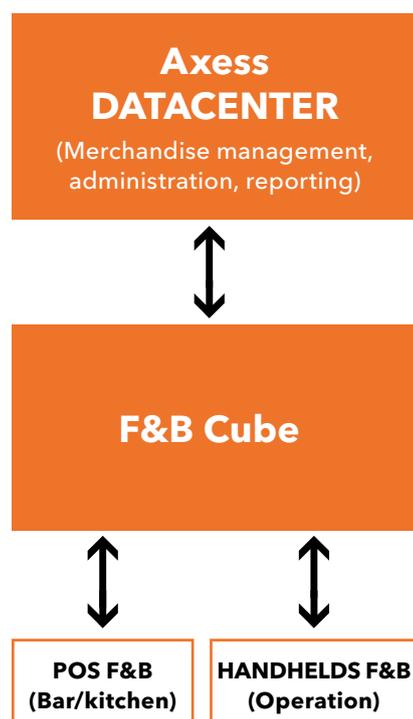
Axess RESORT.F&B

An integrated solution for restaurants, kiosks & stores

Axess **RESORT.F&B** is the optimally integrated solution for ordering and goods management for restaurants, kiosks and stores. **RESORT.F&B** can be individually configured and adapted to a business's needs ac-

ordingly. The software complies with the tax regulations of the finance authorities. In the event of changes in tax law, **RESORT.F&B** can be updated with just a few clicks. Report evaluations, order

management, master data maintenance, the creation of receipt areas and warehouse evaluation are managed centrally in **RESORT.F&B MANAGER**. Reports can also be sent automatically by email.



Axess SMART RETAIL

Shopping in the store made easy

Axess **SMART.RETAIL** enables the integration of store items into the POS system. Souvenirs, snacks or other products can be added to the POS system. Everything can be monitored and managed via the system in the database. A hierarchy can be defined via the warehouse and always guarantees an easily readable overview.



Axess RESORT.LOCKER

Integrated ski depot increases guest comfort

Guests don't want to lug their ski equipment from their accommodation to the lift every day. Therefore, a personal locker can be booked at the same time a ticket is purchased. The locker keeps skis, ski poles,

helmets, ski boots and other personal items safe and dry. The pre-heated equipment can be collected again every day. The ticket also functions as a locker key. At the cash register, or directly at the

SERVICE PANEL, authorizations can be extended to other people, or removed again. For locker management and analysis, operators have a variety of tools at their disposal.

BUYING

Visitors buy and pay for a ticket online or at the Axess SMART POS and then receive it directly at the cash register or print it out at the Axess **PICK UP BOX 600**.



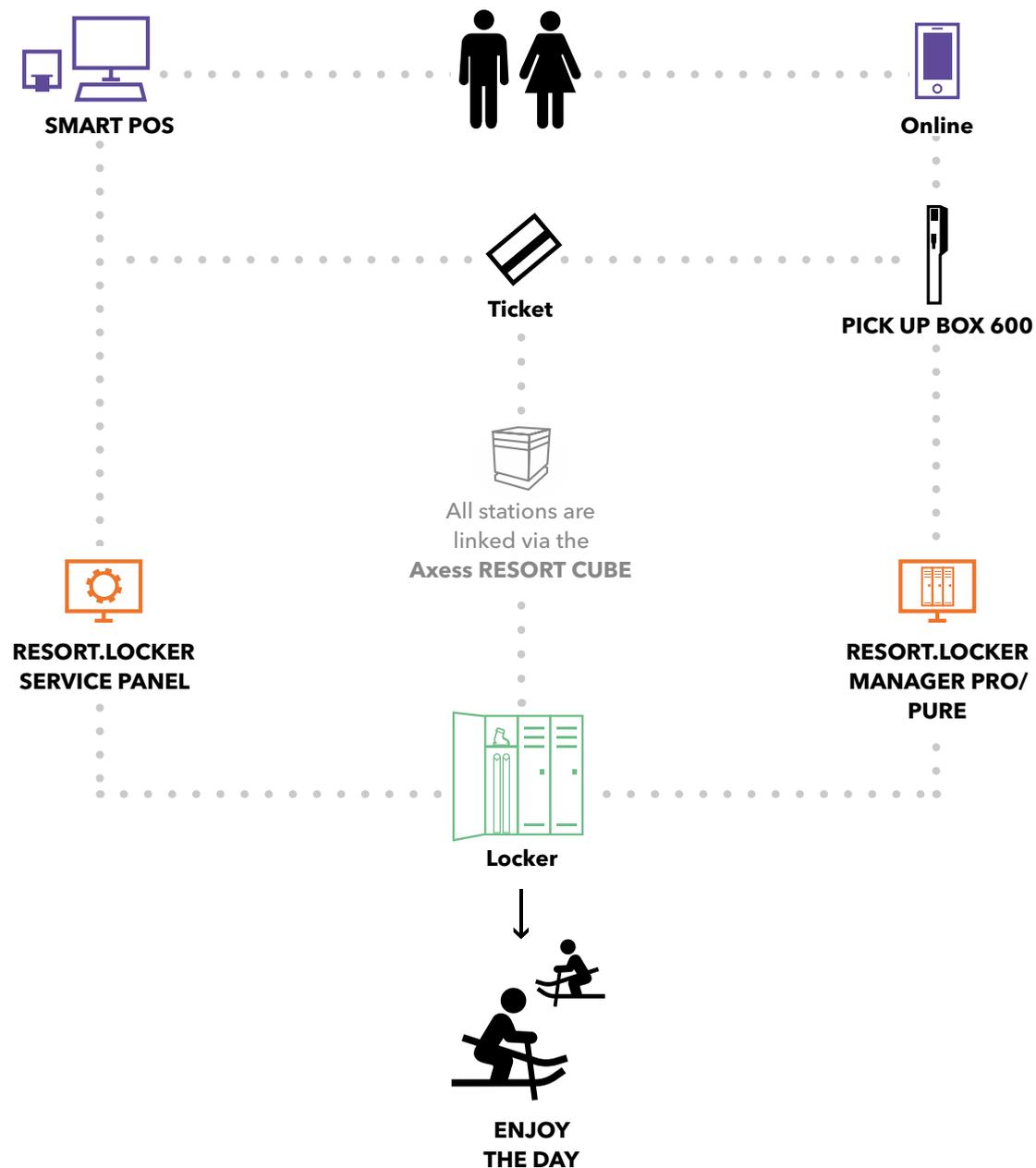
MANAGING

The locker can be managed by the operator with the **RESORT.LOCKER MANAGER PRO** or **PURE**. Guests also have the option of changing settings on the **SERVICE PANEL** themselves.



USE

Your ticket is your key to the locker. With it, the locker can be opened or closed.





Axess

RESORT.LOCKER PRO

Enables you to book and modify locker authorizations quickly. This software is fully integrated into the Axess **RESORT** system and enables locker management at the Axess **SMART POS**.



Axess

RESORT.LOCKER PURE

Using Axess **RESORT.LOCKER PURE**, the lockers for visitors on external systems can easily be managed. This stand-alone product enables integration for hotel receptions, rental or other locations.



Axess

RESORT.LOCKER SERVICE PANEL

Using the Axess **RESORT.LOCKER SERVICE PANEL**, a visitor can perform functions independently e.g. display a locker, assign authorization for additional guests, or change the locker.

Features

- › Booking online, via Axess CONNECT.APP, Axess SMART POS, a stand-alone system or online.
- › Book lockers
- › Add more users
- › Change the locker
- › Central configuration
- › Login via web browser
- › Offline operation without restrictions
- › Online locker monitoring



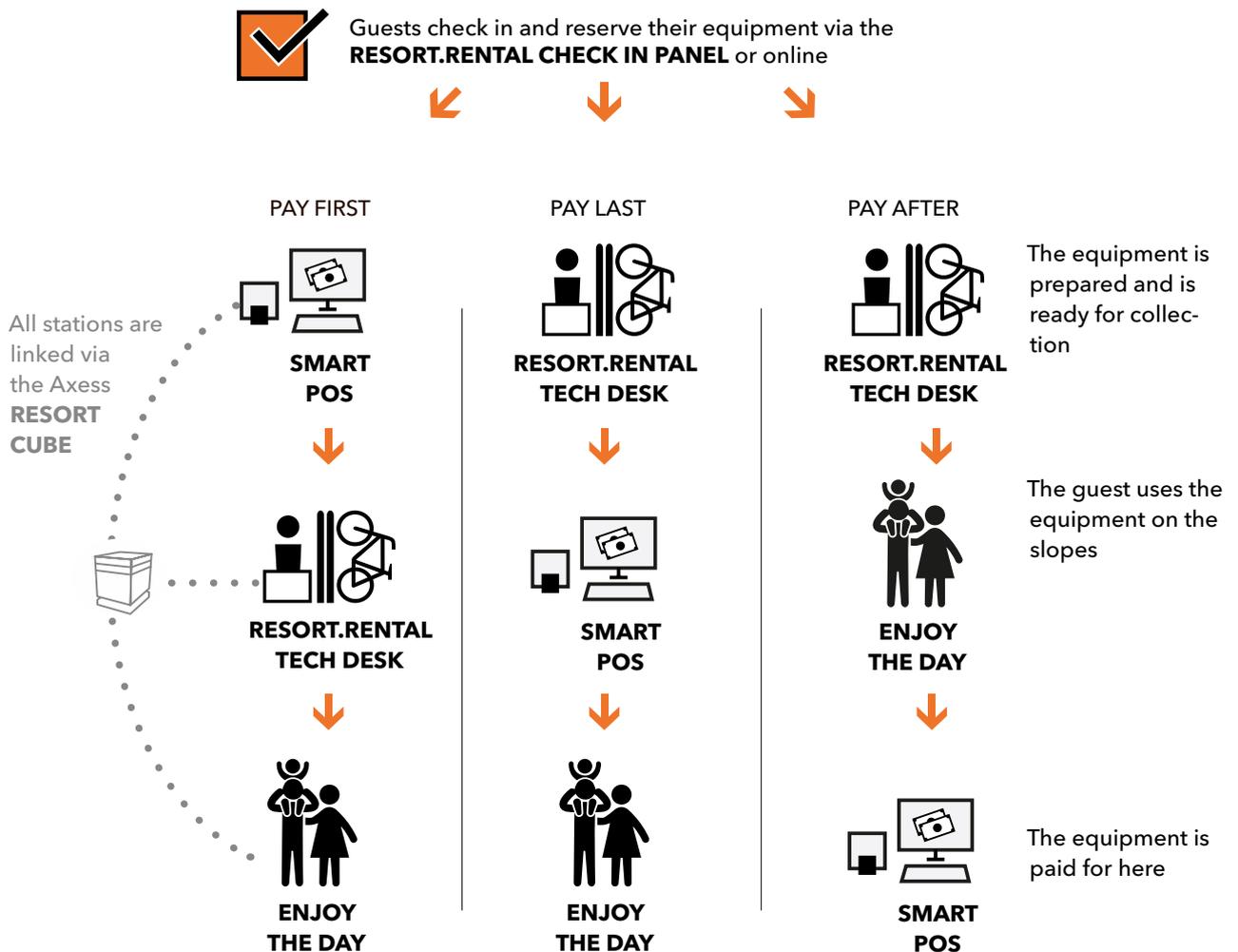
Axess RESORT.RENTAL

Rental equipment quickly and conveniently

Axess **RESORT.RENTAL** is the flexible solution for sports equipment rental. It gets top marks for its modular concept, is part of the Axess **RESORT SOLUTIONS** family and can be adapted to the needs of a business. Consistent data acquisition in the Axess **DATACENTER** enables a fast rental process as well as a secure and standardized service. Rental customers receive great support and benefit from a fast and simple procedure. Guest data admini-

nistration and the recording and processing of rental orders is done centrally and offers process optimization for individual and group rental. Guests have the option of assembling their desired equipment in the web store's self-service, at the **RESORT.RENTAL CHECK IN PANEL** or with the store consultant directly at the **RESORT.RENTAL TECH DESK**. Guests receive their booked equipment quickly and conveniently. In addition to sports

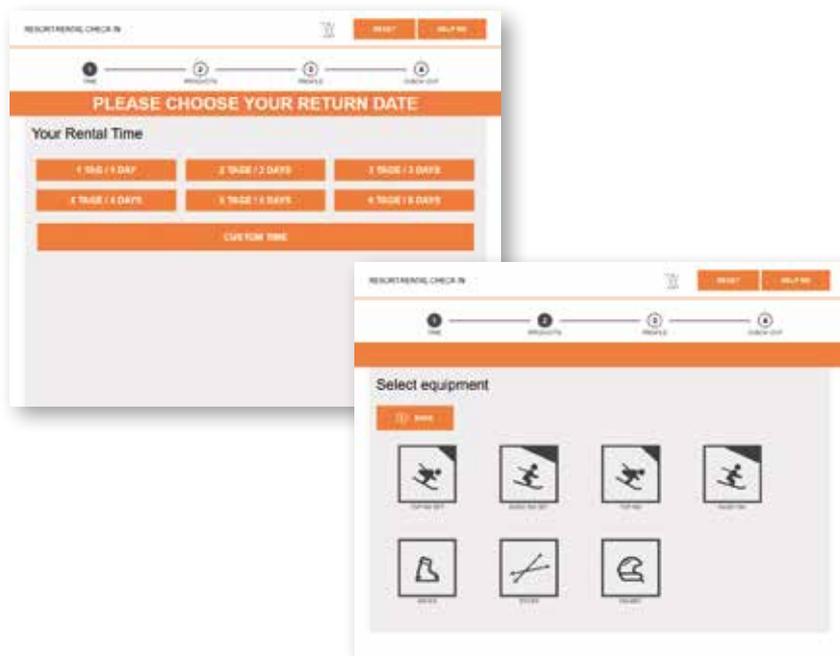
equipment rental, **RESORT.RENTAL** also offers the possibility of integrating the retail sales of store products. These can be added and paid for either at the Axess **SMART POS** or directly at the **TECH DESK**. Extensive evaluation, statistics and clear lists of sales relieve your operational management. And you've always got all the figures on hand with just a few clicks.



RESORT.RENTAL CHECK IN PANEL

With the Axess **RESORT.RENTAL CHECK IN PANEL**, a digital self-service is available which stores all guest data and requests in advance.

Thus the registration process is rapidly shortened and all customer data is already available for further services.



Features

- › Rental with issuing, exchange and return
- › Cash register function with touch screen
- › Integration of "Head BYS"
- › Group management for families and groups
- › Optional: secure document capture via ID reader
- › Interface solutions for third party suppliers
- › Offline mode with no restrictions
- › Extensive evaluations and statistics
- › Clearly arranged turnover and payment list as well as bill search

SMART POS

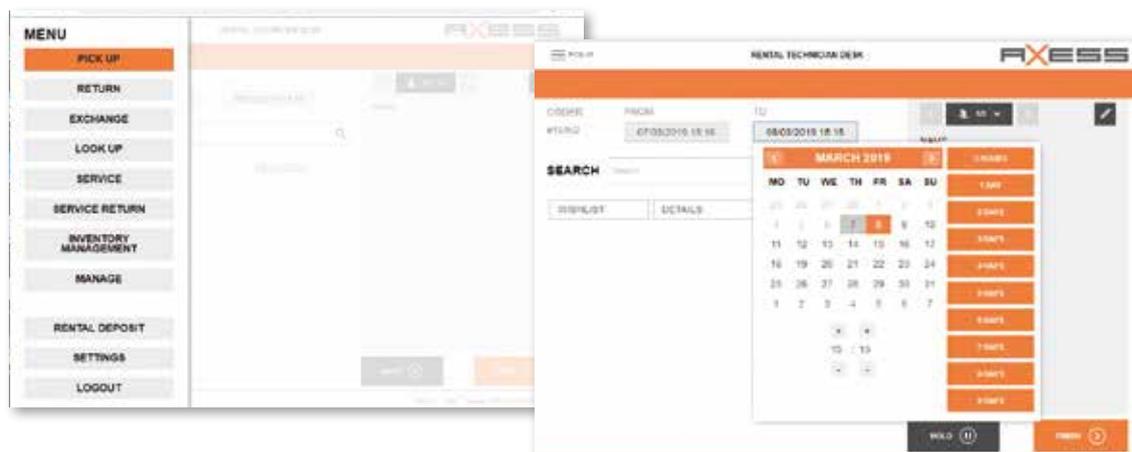
Axess **SMART POS** is the perfect POS system for **RESORT.RENTAL** and guarantees extremely fast ticket issuing combined with a ski ticket and locker. The **SMART POS TOUCH** even makes the sales outlet mobile.

RESORT.RENTAL TECH DESK

The Axess **RESORT.RENTAL TECH DESK** contains all **RESORT.RENTAL CHECK IN PANEL** data in real time. This allows technicians to prepare the equipment extremely rapidly. The processing of materials to be exchanged or returned also takes place here.

RESORT.RENTAL MOBILE

With Axess' **HANDHELDS**, you have an overview of all available and assigned goods. Skis, ski poles, ski boots etc. can be exchanged without any hassle. It's just as easy to organize all the other products in the store via this mobile device.



Axess RESORT.LESSONS

The ski school management of the future

Axess **RESORT.LESSONS** offers easy ski school integration into the Axess **RESORT SOLUTIONS** family. Its convenient time management suggests free time slots during the booking process and shows the status of available ski instructors. Ski instructor or ski course bookings may be made by guests at an Axess **SMART POS** on site or online. With just a few clicks, you can choose and book your personal ski lesson. After completing their online boo-

king, guests receive a confirmation email. The operator has the option of managing the ski instructor management directly from **RESORT.LESSONS**. This includes reservations, billing and assessment rankings, among other things. In addition, for private ski lessons there is the option of communicating with ski instructors via the instant messaging function and providing them with all the information relevant to the guest.

Features

- › Optimal utilization of ski instructors through effective timeslot management
- › Simple group booking via .csv import possible
- › Reporting on the ski lesson capacity
- › Customer feedback function
- › Push notifications for instructors

The image displays two overlapping screenshots of the Axess RESORT.LESSONS web application. The top screenshot shows a calendar view for the period of September 3rd to September 9th, 2015. The calendar grid has time slots on the y-axis (from 08:00 to 18:00) and dates on the x-axis. Various colored blocks represent booked lessons, each with a small instructor photo and lesson details. The bottom screenshot shows a booking form with the following fields and options:

- ACTIVITY:** Two icons representing different ski activities.
- CATEGORY:** Two icons representing different lesson categories.
- TIME SLOT:** Three buttons labeled AM, PM, and EVG.
- NUMBER OF GUEST:** Two dropdown menus for 'Children(2-9)' and 'Adults(20+)'. Both are currently set to 0.
- LESSON TYPE:** Five icons representing different lesson types.
- DIFFICULTY:** Three icons representing different difficulty levels.
- SPOKEN LANGUAGE:** Four buttons labeled EN, FR, SP, and RU.
- OPTIONS:** Three checkboxes labeled LOCKER, RENTAL, and EDIT MEETING POINT.
- LESSON DATE:** A calendar for October 2018. The date '30' is highlighted in orange.
- Buttons:** A 'CLEAR' button and a 'SEARCH FOR MATCHES' button.

Axess RESORT.CHARGE

The smart prepaid card with added value

Axess **RESORT.CHARGE** offers guests the option of paying quickly and cashlessly in your ski resort. The amount is not booked directly to the card, but is deposited in the guest's customer account. Recharging is possible at an Axess **SMART POS** or online with the ski ticket's WTP number. Multiple users, such as friends or family members, can also use **RESORT.CHARGE** by ad-

ding them to your account. An overview of transactions takes place after login. The connection of payment providers and third party POS systems is done via an interface. If a ticket is lost, the account can be blocked and the money deposited is thus protected.

Features

- › Credit balance deposited in user account
- › Use by several people possible e.g. family members, friends
- › Easy recharging via **SMART POS** or online
- › Account consolidation and splitting possible
- › Specific reporting



Balance
immediately visible
after login to
the guest

Personal customer account
Is linked to the WTP
number of the ticket



Gift card & voucher
With personal message

Smart hardware by Axess

Thanks to their modular construction design, our innovative ticketing, POS and access solutions can be precisely tailored to meet your individual needs. All Axess products can be combined with one

another and can easily be expanded at any time in the future. At Axess, everything is produced in-house, from access tickets from our own production to the appropriate software for collecting and managing

configuration and CRM data. More than 220 million RFID cards are in use worldwide. More than 2.5 billion transactions are conducted via Axess systems all over the world.



Orange Guides

The Logic of ORANGE

Orange is both the main color of Axess and the color of our Orange Guide. Their color coding system unmistakably identifies all points with which the guest has to interact.

This makes it immediately recognizable in what position, for instance, the ticket must be held in order to be recognized. The portion marked orange shows the optimal position

for reading the ticket. At the scanner, Orange is used to visualize the spot at which the ticket must be held in order to be optimally recognized.



Axess SMART POS

The powerful POS system

An efficient and stable cash register system is extremely important when welcoming high numbers of visitors. The Axess **SMART POS** makes your life easier in this regard thanks to its rapid ticket issuing capability and secure, efficient payment management procedures. A touch screen also enables the system to be operated intuitively and

easily. The easy-to-read customer display gives visitors an overview of charges and other details. With the connected camera, photos can be taken for personalized tickets, thus preventing them from being passed on to third parties. The receipt printer is also able to print tickets and receipts with a barcode.

Features

- › Individual positioning of keys
- › Several key levels (tickets, articles, packages etc.)
- › Color specifications and groupings (by frequency or event)
- › Rapid ticket production using up to four Axess **SMART 600** printers.
- › Reports on the voucher printer
- › Gift vouchers
- › Online and offline operation (local database)

Axess SMART PRINTER 600

All printers offer read and write functions

Camera

High-resolution, for personalized tickets including visitor photos

Touch screen

Intuitive operation

Customer display

Can also be used as advertising space



Axess HANDHELDS

Various models of mobile cash registers featuring intuitive operation are available

Sales slip printer

Can also be used for printing barcode tickets

Mobile printer

Simple and wireless issuing of tickets



Axess SMART PRINTER 600

Delivers top performance: the printer for your POS

The Axess **SMART PRINTER 600** really speeds things up for you – producing a ticket in only seconds. Because the **SMART PRINTER 600** prints, deletes, codes and reads tickets of all common ISO standards in just one step. Issue everything using one device: whether barcode

tickets or RFID cards, the **SMART PRINTER 600** has a compact all-in-one solution. Users are able to switch to new card types easily and rapidly. Details such as its integrated ticket collection drawer and its status LED help ensure an efficient work process.

Features

- › Reading and writing of smart cards and barcode tickets
- › Direct thermal printing
- › Recycling of paperboard and plastic cards
- › Ticket standards - ISO 15693 and ISO 14443
- › LAN interface
- › Integrated collection drawer for tickets

Ticket feed

Automatically via ticket magazine or manually via ticket input/output slot

LAN interface

Uses existing network technology for communication

Thermal printhead

Lowerable by motor
Thermal printhead with a print resolution of up to 300 dpi



Ticket collection drawer
Practical integration into the device

Optional

Also available without ticket magazine





Axess SMART PAD 600

Efficient ticket coding

The Axess **SMART PAD 600** writes and reads RFID chip cards. It's a cost-effective alternative if ticket imprinting is not required. The Axess **SMART PAD 600** is a solution for partner companies such as hotels and other pre-booking offices. It's also used in the Axess **RESORT.LOCKER** system. The

compact multi-talent is a compact and highly versatile device with an integrated antenna. This is used to initialize the card when it is laid on the reader and thus facilitates a quick way of working. The status LED has a traffic light mode to advise about the read and write process.

Features

- › Writing and reading of RFID tickets
- › Antenna, USB, LAN and KEYBOARD WEDGE
- › Near Field Communication (NFC) possible
- › ISO 15693
- › ISO 14443

Reading and writing
in the data storage of RFID
chip cards in ISO 15693
and ISO 14443

Status LED
Shows the current status
in traffic light mode

Antenna
With a range of up to 10 cm



Axess PICK UP BOX 600

Prepaid ticket issuing in seconds

Getting a ticket has never been easier. Within seconds, the **PICK UP BOX 600** dispenses the ticket previously purchased in the Axess **CONNECT.APP** or in the Axess **WEBSHOP**. This makes queuing a thing of the past. Mountain or ski resort operators benefit from satisfied guests and faster ticket issuing, while personnel costs at the cash registers are kept lower at the same time. Its space-saving and solid construction makes for easy installation and integration on site as well as for reliable operation in

all weather conditions. Thanks to its modular design, the **PICK UP BOX 600** is also easy to maintain and can be retrofitted with the latest technical innovations at any time. Multiple tickets can be issued simply by scanning the QR code for a group. All tickets can then be printed out with the **PICK UP BOX 600**. In addition, vouchers for special offers can be printed out by connecting the Axess **BADGE BOX 600**. For instance for free drinks, discounts on services or free souvenirs.

Features

- › Issuing of barcode tickets or smart cards
- › Weatherproof design
- › Slim fit
- › Intuitive operation ensures smooth self-service.
- › Individual layout for operating instructions panel
- › Screen for marketing information or advertising
- › Remote display maintenance
- › Provision of group tickets
- › Optional Axess **BADGE BOX 600** for special offers or information



Axess SMART SCANNER 600

Scan the order code or voucher and get your ticket - quickly and intuitively



Axess SMART PRINTER 600

Issues tickets with a barcode or smartcards in seconds, tickets for groups can also be issued

Axess TICKET KIOSK 600

The smart genius among ticket machines

Multifunctional and interactive: The Axess **TICKET KIOSK 600** combines smart technology and user-friendliness, thus creating a new class of ticket machines. It enables tickets to be purchased quickly and conveniently around the clock and relieves checkout staff at peak times. The **TICKET KIOSK 600** also allows reservations to be issued via on-line reservation. The Axess **TICKET SCANNER 600** reads barcode and RFID tickets as well as Print@Home or QR codes on smartphones, and

thus offers fast and practical self-service for visitors. The 27" color display, including touch function, provides a good overview of information. The display height on the monitor can be ergonomically adjusted to achieve ideal positioning. It offers a variety of payment options. The **TICKET KIOSK 600** also has a credit card function with a country-specific terminal and is equipped for the usage of NFC solutions. Future versions will also offer the return of tickets and the repayment of deposits.

Features

- › Touch screen with ADA mode
- › Coin module
- › Banknote reader
- › Optional banknote return function
- › Payment via NFC possible
- › For indoor and outdoor use
- › Ticket issuing
- › Repayment of deposits
- › External screen management

High-resolution 27" touch screen display

Intuitive menu navigation and ADA mode with adaptive screen and service menu for maintenance

Axess TICKET SCANNER 600

Reads RFID cards in accordance with ISO 14443 or 15693, as well as barcodes and QR codes from mobile devices



Menu navigation

Logical menu navigation layout from left to right

NFC

Payment via NFC possible

Layout

The ticket kiosk is suitable for indoor and outdoor use

Axess HANDHELDS

Mobile cash desks with an intuitive operating system

The various models of the handy Axess **HANDHELDS** are not only particularly robust and weatherproof, but is also equipped with a high-quality touch screen, including a color display suitable for use in daylight, which allows for a comfortable way of working. An intuitive operating system removes the need for extensive training. Automatic updates are directly dow-

nloaded and installed on the device via Wi-Fi. Due to their low weight, the **HANDHELDS** can be used effortlessly when on the move all day long. They work perfectly with both Wi-Fi and LTE. The **HANDHELDS** can also be used as a ticket inspector or ticket reader, whereby comfort can be further improved with an optionally available pistol grip.

Features

- › Intuitive operation removes the need for time-consuming training.
- › Light, solid and weatherproof design
- › Touch screen suitable for all lighting conditions
- › Mobile checking or issuing of tickets
- › Reading 1D/2D barcodes; optionally chip cards according to ISO 14443 and ISO 15693 as well
- › Automatic updates via Wi-Fi and LTE



Housing

Lightweight, solid, weatherproof design or unlimited outdoor use



Color display with touch function

High-resolution color display for optimal operation in daylight



Operation

Intuitive touch screen like on a smart phone



Mobile printer

Simple and wireless issuing of tickets and sales slips



AX500 Lane Control Monitor

Visual access control for up to eight access lanes

The **AX500 Lane Control Monitor** is a reliable aid to employees. Immediately upon entry, images stored in the system are displayed on the **AX500 Lane Control Monitor** and can be compared with the person just entering. This enables accurate monitoring of ticket usage. Optionally, a camera can be used to take photos directly at the ent-

rance. This can then be compared with the photo from the first entry. The **AX500 Lane Control Monitor** can monitor up to eight entry lanes simultaneously. Lane release can be automatic or manual, depending on your preference. The intuitive user interface enables quick and easy operation.

Features

- › Display of the image data stored in the system
- › Targeted monitoring of selected ticket types
- › Automatic or manual lane release
- › Optional: Image capture using a camera and comparison with control image from first access



Visual checks

Display of the image data stored in the system

Operation

Efficient monitoring through intuitive operation

Axess Lane Control Camera

Visual monitoring of stored image data

The **Axess Lane Control Camera** makes access control even more sophisticated. It's used to compare image data stored in the system with the people entering a gate. In this way, it's possible to determine as quickly as possible which persons have passed through an entry point.

To prevent cards from being passed on, the current images are compared with those from the first entry. Persons who use a ticket incorrectly can thus easily be filtered out and the gate in question can manually deny access.

Features

- › Takes pictures of visitors
- › Comparison of control images
- › Simple integration in **AX500 Lane Control Monitor**

Axess SMART SCANNER 600

The intelligent ticket scanner for the digital future

The Axess **SMART SCANNER 600** is a super smart module for the rapid scanning of barcodes and reading of RFID tickets. It handles conventional storage media such as chip cards, wrist bands and print@home tickets as well as being able to process modern e-tickets presented on mobile devices or smart watches. All visitors need to do when they enter the generously proportioned scan area is to place their medium on or under a reader. The large, bright touch display gives visitors information about the validity of their ticket and offers space for advertising, videos and

service information. Flexible design options are also available for visitor interaction. An integrated controller checks the ticket and grants access. If required, this module can also be equipped with innovative In/Out sensors to identify approaching users. This means that entry and exit are able to take place via the same gate. The access point can switch from entry to exit direction in a matter of seconds. The **SMART SCANNER 600** is optionally available with a housing for wall mounting or as an attachment to make it easier to retrofit existing systems or integrate it into third-party systems.

Features

- › 1D and 2D barcodes, print@home tickets and vouchers can all be scanned
- › Fold-out reader support for the scanning of electronic tickets on smart watches and smart phones
- › Built-in loudspeaker for audio feedback
- › Modular design for quick installation and upgrading
- › Optional: short-range reader for reading NFC devices and wristband transponders
- › Optional: in & out sensors for operation in two motion directions



Optical light signal

For rapid checking of access authorization

Large 7" LC touch display

Easy communication of instructions, warnings, personal greetings or advertising messages at the gate

Fold-out shelf

Guaranteed comfortable and flexible reading of devices that are larger than a ticket

Axess CONTROLLER 600

The central control module

The Axess **CONTROLLER 600** is the central control unit for an access system. Its primary tasks are the checking of tickets for validity, the opening of the access point, the storage of data and the communication with the Axess **DATACENTER**. The generously dimensioned, bright display with touch function provides notifications to the guest as well as offering space for advertisements or videos. The touch screen surface also supports the programming of virtual buttons, which can be used for purposes such as confirming a text message or requesting a ticket. Functions

and settings can be executed on site via a service menu. This enables, for instance, access configuration data to be entered. The Axess **CONTROLLER 600 SR** model (with smart card function) is also offered with the option of an attachment for the contactless reading of chip cards. The Axess **CLICS** software provides you with access to the settings for all components of the system regardless of your actual location. Using the touch function, guests can also communicate directly via the display with a cashier, or via the integrated loudspeaker.

Features

- › Ticket checking online and offline
- › Stores up to 9 million transactions: Ticket data, reader transactions, cash register data etc.
- › Web interface for easy configuration
- › Modular design for rapid installation
- › Robust and weatherproof



Large 7" touch display

Enables direct communication of instructions, hazard alerts, personal greetings or advertising messages at the gate

Optional

Also available with a short-range antenna



Axess TICKET SCANNER 600

Ticket scanning made simple

The Axess **TICKET SCANNER 600** promises reliable and fast scanning of 1D barcodes, 2D QR codes, traditional barcode tickets in ISO format and print@home tickets. As well, modern e-tickets from mobile devices and smart watches can be read by the **TICKET SCANNER 600**. All visitors need to do when they enter the generously proportioned scan area is to place their medium un-

derneath the scanner or on the swiveling reader support. The **TICKET SCANNER 600** is particularly robust thanks to the absence of any glass components. It can be supplied with an additional smart card function on request. This allows data reading from ISO format chip cards, key rings and transponder wrist bands.

Features

- › 1D, 2D barcodes, print@home tickets and e-tickets on smart phones all readable
- › RFID chip cards in ISO 14443 or 15693 format readable up to a distance of 5 cm.
- › Space-saving design for rapid installation

Ergonomically optimized

Enables the comfortable scanning of codes on the smartphone



Scanner

RFID chip cards in ISO 14443 or 15693 format readable up to a distance of 5 cm. Reads barcodes and QR codes from mobile devices



AX500 Smart Gate NG

The flexible access system from Axess

The basis of a good access system is a reliable gate which continues to function smoothly in all weather conditions and after millions of opening and closing operations. However, modern gates also need to be able to communicate with one another and be capable of integra-

tion into a smart software system. The **AX500 SMART GATE NG** is an intelligent gate that can be flexibly adapted to any requirements. The mounting types, antennas, readers and sorting devices can be selected individually.

Features

- › "Handsfree" entry
- › Robust vertical columns in anodized aluminum
- › Individual opening and closing speeds
- › Individually configurable due to a modular design
- › Easy to retrofit
- › Optional: Accessibility via extra-wide version (ADA)
- › Remote support



The modular system.

- +** Type of installation
- +** Antenna
- +** Reader – scanner
- +** Separation

The Axess pallets

Flexibly positionable access points

The **AX500 Smart Gate NG** can be mounted easily, stably and fast on the Axess pallet. Pre-stipulated installation positions ensure correct maintenance of distances and angles. The access point is usually factory-installed on the pallet. This enables quick positioning and set-up on site. The integrated cable ducts easily conceal all cables. Multi-channel access can be achieved simply by screwing sever-

al pallets together. Used in outdoor areas, the aluminum pallets are particularly robust. The integrated rubber mat offers optimum slip protection in damp outdoor conditions. The mat can easily be removed for cleaning. The indoor version of the pallet offers the same standard as the outdoor pallet. The floor of the indoor pallet features a non-slip base and impresses with its perfectly shaped design.

Features

- › Weatherproof
- › Simple installation of the Smart Gate on the pallet
- › Complete assembly upon delivery



Smart Gate installation types

Variable fixing options

The gantry-mounted **AX500 Smart Gate NG** features an impressive heightadjustable floating suspension. This means you're not dependent on the snow depth on the ground and gives your snow

machines a free run for grooming. Skiers are provided with maximum comfort when skiing through, as there is no fixing to the ground. The pallet-mounted version provides flexible and mobile access and can

be easily and rapidly installed on a solid surface. A floor-mounted option gives all the convenience of a fixed installation.



Gantry mounted

A height-adjustable and pivoting mounting with ground clearance for guests



Pallet mounted

Flexible relocation indoor and outdoor possible



Floor mounted

Stability thanks to fixed installation

Smart antennas

Hands free – contactless entry through the gate

The long-range antenna ensures contactless entry. It can be added as a module to the access solution. It can be mounted either on one or both sides. The long-range antenna enables contactless entry for guests by automatically recognizing a ticket. The antenna plate's design can be customized on request and can also be used as advertising space. The new Axess **SMG ANTENNA UHF** and Axess **SMG ANTENNA DUAL** offers fast and

contactless access using specialist technology. The ticket is read in the antenna area and checked online for validity. Optionally, an additional UHF antenna can provide information about the number of people waiting at the lift or the number of guests in a ski hut or restaurant. This gives both the operator and guests a good overview of the waiting times or the occupied and free tables.



Smart access points

Turnstiles

The turnstile is robust and weatherproof. It offers a state-of-the-art design for both indoor and outdoor access points. A contactless light sensor area detects an approaching passer-by and moves the arm of the turnstile to enable the guest to pass through. A two-bar design prevents users from being wedged

in. Arms rotate in both directions to allow both entry and exit. In the case of the Panic Mechanics model, the arms drop automatically to clear the way if there is a power cut or an alarm sounds.

Features

- › Contactless walking through
- › Customized opening and closing speeds
- › Robust vertical columns in anodized aluminum
- › Closed position acts as a barrier.
- › Use in both directions, entry and exit at one gate possible
- › Use as an escape route



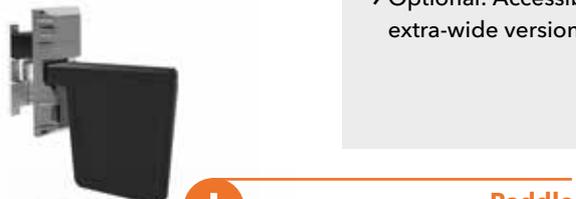
Flap und paddle

Short opening and closing times that can be set as required characterize the **FLAP** from Axess. Intelligent sensors enable a differentiation to be made between people and objects such as ski poles. The system is also available in an extra-

wide version (ADA). The **PADDLE** provides particular security of entry and represents the perfect solution in the field of tourism transport. The option with extra wide swivel arms (ADA) ensures barrier-free entry.

Features

- › Contactless walking through
- › Customized opening and closing speed
- › Closed position acts as a barrier.
- › Optional: Accessibility via extra-wide version (ADA)



Axess PARKING

Integration of parking space management

Entry procedures for parking lots or garages should be rapid. The parking management issues tickets at an impressive rate and boasts an opening process that lasts only 1.3 seconds. The solid and weatherproof gate is suitable for both indoor and outdoor applications. 2,500 barcode tickets are printed using a single roll. This allows maintenance intervals to be kept low. Regular parkers and long-term parkers can drive in even more eas-

ily using RFID cards or license plate recognition. In these two versions, the vehicle or user is created with an account on which the entries and exits are registered. The barriers open automatically. Parking management is integrated into the access solution of the ski resort or mountain railway and can be operated centrally. Thus, the administration is combined with the parking and is easy to handle for the team and guests.

Features

- › Reading and checking of RFID smart cards for regular parkers
- › Brake-optimized barrier
- › Optional: License plate recognition and credit card function
- › Online and offline mode
- › Call button and intercom
Visual support



With Axess' state-of-the-art ticket columns and parking barriers, long waiting at the exit of parking lots or garages is a thing of the past. The amount owing is paid directly at the Axess **TICKET KIOSK 600** using a card or cash before exiting. With the extended version, it's also

possible to pay directly at the ticket column with your credit card. Here the amount to be paid is debited directly and you can leave the parking lot quickly and easily. For regular parking guests or long-term parkers, there's also the option of license plate recognition. Here the

previously registered license plate is recognized by a camera and the barrier is opened as a result. The amount is debited directly from the credit card or assigned to the long-term parking account.



Smart Cards by Axess

All Axess cards are geared towards providing your guests with rapid access. Numerous individual ticket design options are available. These cover aspects such as choice of material, required usage time and storage capacity. However, our barcode and RFID cards have one thing in common: they all comply with the very highest "Made in Austria" quality standards. High-end materials and a robust design mean

that cards can be used on multiple occasions without any difficulty. Given their operating range from -30° C to 50° C, even extreme temperatures present no problems. Our quality assurance team works hard to ensure that every single card is fully functional. Each ticket is subjected to stringent quality checks (corresponding to the ISO standard) and tested electronically before it is permitted to leave our factory. They

also work in all of our competitors' systems. Indeed, their customer-specific segmentation means that they can also be used in third party systems. The tickets are printed in a customized fashion according to a ski resort's respective CI layout. In the case of our Smart Cards, this service is available for small customer-specific print runs of as few as 50 units.



Smart Card BARCODE

High quality barcode ticket made from paperboard

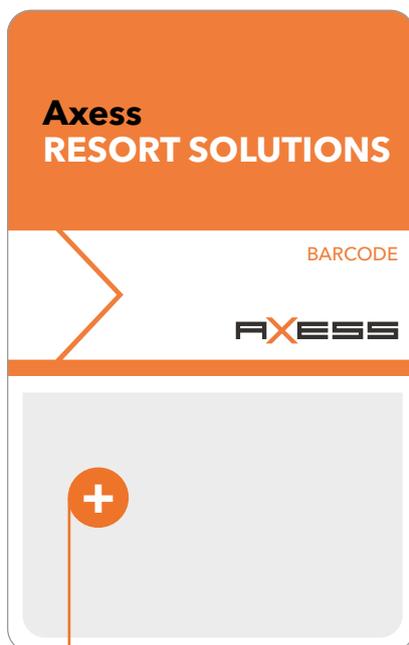
This ticket is specially designed for single access and is particularly attractive on account of its user-friendliness. With the **Axess SMART PRINTER 600**, these high-quality paperboard tickets are

printed straightaway and provided with the respective validity information. No further consumables are required. This is a very good and cost-effective solution for ski resorts.

Features

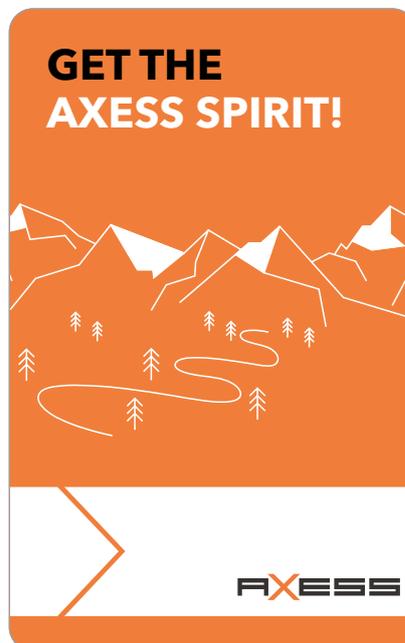
- › 4C offset printing with protective varnish
- › Contains no PVC or bisphenol A
- › Visual functionality
- › Red light direct thermal coating
- › Optional: With perforations for hanging with strips

Front side



Thermo-printable area
With a safety area of 2 mm all round

Rear side



Smart BARCODE PHONE

Through the entry with a smartphone

With the Smart Card **BARCODE PHONE** smart card, the future of ticketing has already arrived. Tickets bought online or in the web store can be downloaded directly to your mobile phone. This is simply held with the QR code under the scanner at the entrance. The scanner recognizes the QR or barcode and opens

the gate in a few tenths of a second. The previously downloaded ticket works without an internet connection or bluetooth and is thus particularly battery-friendly. The version without paper is not only practical, but also saves resources in the long term.



Smart Card ONEWAY

The professional ticket for one-off access

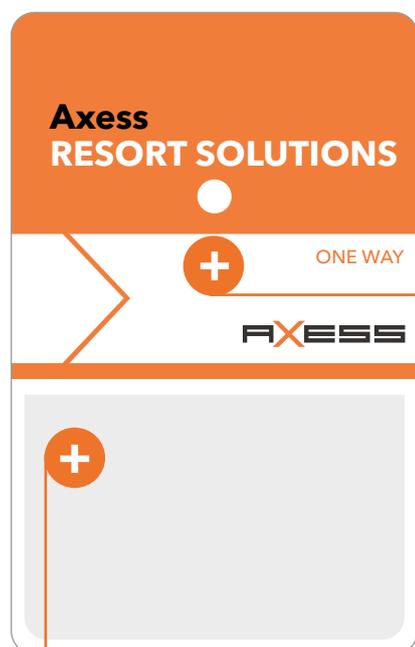
The Smart Card **ONEWAY** is an electronic ticket designed for single use. An integrated chip enables all authorization data to be stored on the card. Depending on your requirements, the Smart Card **ONEWAY** is available in specially coated paperboard or in plastic. Direct thermal

printing allows various data to be printed on the card. The One Way Smart Card also boasts impressive contactless functionality. This chip card has particularly proved its value as a daily or weekly ticket.

Features

- › Electronically writable
- › One-off thermal direct print
- › Contactless functionality
- › RFID chip integrated
- › As a high quality, 0.5 mm paperboard or plastic card
- › 4C-offset print
- › With encryption for enhanced security

Front side



Optional
Perforation possible

Thermo-printable area
With a safety area
of 2 mm all round

Rear side



Smart Card ORGANIC

The sustainable and environmentally friendly solution

Environmental protection is close to everyone's heart. Axess has therefore decided to launch this new and environmentally friendly ticket onto the market. After a thorough test phase and trial usage, this new

ticket is now available. The Smart Card **ORGANIC** makes an environmentally important contribution without compromising the full functionality of the card. As usual, a wide variety of ticketing options can

be loaded such as hourly, daily or multi-day tickets, chargeable value tickets or event tickets. Smart Card **ORGANIC** consists of 98% paper and can therefore be disposed of in a waste paper recycling container.

Smart Card LITE

The reusable season ticket

The Smart Card **LITE** offers impressive contactless functionality to make access procedures particularly convenient. It is codeable multiple times, and various ticket and validity data can be added. It's also possible to print a QR code as well as the WTP number. This is a plastic

chip card which does not require batteries and is capable of versatile deployment. Purposes for which Axess' Smart Card **LITE** represents the ideal solution include season tickets, membership cards and cards used to make online bookings on the internet.

Features

- › Electronically codeable
- › One-off thermal direct print
- › Contactless functionality
- › QR code optional
- › As a high quality, 0.7 mm plastic card
- › 4C-offset print

Front side



Thermo-printable area
With a safety area
of 2 mm all round

Rear side



Smart Card RIGID

The card for daily and weekly tickets

The Smart Card **RIGID** is a further development of the Smart Card **ONEWAY**. It is ideal for short-term tickets such as daily and weekly tickets. An integrated chip enables all authorization data to be stored

on the card. It is particularly robust and stable due to a new type of foil. With the WTP number imprinted, the card can be recharged conveniently from home via online portals and online shops.

Features

- › Layout in 4-color UV offset printing
- › High quality, 0.5mm laminated paperboard card
- › WTP recharging function

Smart Card TRW STRIPE, PART & FULL

The all-rounders among authorization cards

The Smart Card **TRW FULL** and **PART** are hardwearing, rewritable tickets. Their integrated chip makes them ideally suited for contactless data transmission. The chip card is able to store information about its owner as well as up to five authori-

zations. With the Smart Card **TRW PART**, printing is faster because the print area is smaller. The ticket is optically and electronically writable on multiple occasions. This means that it may be used over a period of several years. The material's high

Features

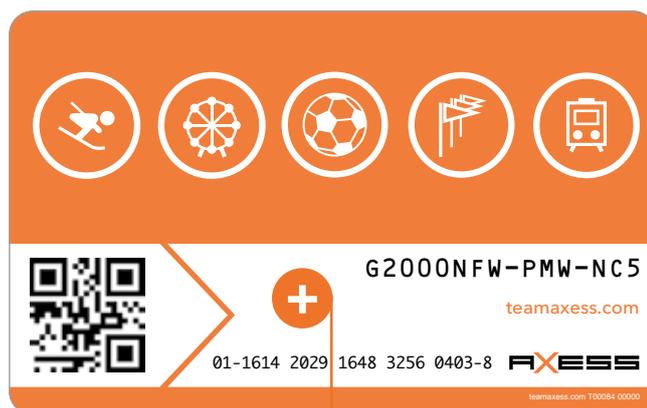
- › Electronically codeable multiple times
- › Multiple writeable ThermoReWrite strips
- › "Full" version offers a larger print area.
- › Contactless functionality
- › RFID chip integrated
- › Up to five authorizations can be stored
- › High resistance to breakage
- › Can be used at - 30 °C to + 50 °C
- › 4C-offset print

TRW-PART
Front side



Thermo-printable area
With a safety area of 2 mm all round

TRW-FULL
Rear side



Smart Card TRW Full
Printed area along the ticket

**Smart data
management
by Axess**

Axess DATACENTER

Smart data management - secure and efficient

The Axess **DATACENTER** is the linchpin of our systems. All components are linked with the **DATACENTER** online. It administers and communicates with clients - the end devices in your system. The central-

ly recorded data is used to create customized statements and reports with just a few clicks of the mouse. The **DATACENTER** also forms the basis of the Axess **WEBSHOP** and the Axess **CONNECT.CRM** solu-

tions. It has the highest security standards. There are two options to choose from in order to obtain the most suitable system.



DATACENTER SERVICE (DCS)

The Axess **DATACENTER SERVICE** offers first-class support without the server being directly on site. As an Application Service Provider (ASP), the entire operation is handled by Axess. There is no need to supervise the server or have to worry about backing up. The database is hosted by Axess and the servers are always monitored for reachability. In addition, the hardware is

continuously maintained to keep systems up to date. The datacenter offers the very highest security standards (ISO 27001) and always uses the latest premium hardware. Thus, you can take care of your daily business on site without any worries while the Axess team looks after the **DATACENTER SERVICE**.

Features

- › Low investment costs
- › No IT and database administration required
- › High availability through clustered server and database-landscape
- › Automatic data backup
- › Axess handles maintenance and component servicing
- › Automated monitoring of systems and databases
- › Emergency power supply
- › Redundant internet connection



LOCAL DATACENTER (on-premises)

It's also possible to install a local server directly on site. Here, the customer can choose between two options.

→ Axess **DATACENTER SERVER**

Customers have the option of integrating a server into their local infrastructure. This solution is especially popular when you have your own IT department directly on site. However, supervision and maintenance can also be handled directly by Axess.

→ Axess **APPLIANCE**

In this version, either an active/passive or an active/active cluster is installed at the customer's location. Two servers work together and take over or share the load. This ensures fail-safe operation even in the event of problems.

Features

- › Not dependent on an internet-connection
- › Customized solution on premium-hardware
- › Maintenance, service and monitoring can be carried out by Axess
- › Embedded in local infrastructure

Axess CLICS

Data management individually configurable

Axess **CLICS** is the central interface and basis for all configurations. In simple steps, any POS system can be individually adapted for every requirement using **CLICS**. Whether defining user authorizations or managing different charging structures, with **CLICS** these and many other settings can be made easily thanks to its intuitive operation. Every user can adjust the **CLICS** dashboard to meet their own individual requirements. All relevant features and data are displayed

directly following log-on. An extensive selection of widgets is also available. Up-to-date reports can be retrieved at any time according to requirements. The direct connection to the Axess **DATACENTER** enables a realtime working environment on all end devices. All invoices and evaluations are within the respective country-specific fiscal requirements and can be quickly adapted if they need to be modified.

Features

- › Intuitive operation
- › Customized configuration
- › Browser-based software
- › Highest transparency in service provision
- › High security via encryption



Dashboard
Easy adaptation to individual requests

Security
High security via the latest encryption methods

Settings
Trouble-free user authorization settings



Point of Sale



Point of entry



Interfaces



Reporting

Dashboard



POS configuration

- › Product and tariff management
- › Payment types and keyboard layout
- › Receipt and ticket templates
- › Management of cashiers and their authorizations
- › Cash transaction journal



Overview via dashboard

- › Technical monitoring
- › Free storage space
- › Online/offline status of the Axess hardware (gates, POS)
- › Overview of error and information notifications in real time



Access configuration

- › Visual and acoustic signaling
- › Blacklist creation and maintenance (e.g. card blocking)
- › Accessjournal



Widgets

- › Individual selection and arrangement possible
- › Included in the basic package
- › Individually configurable



Interfaces are created using CLICS

- › Installed
- › Maintained
- › Updated
- › Access rights can be configured
- › Availability or online status may be reviewed



Reporting

- › Exports in different formats
- › Graphical evaluations
- › Cash register, access and area reports
- › Flexible report filters
- › Interactive reports
- › Automatic creation and shipping

A smarter service from Axess

Our project management, customer service and training experts are on hand whenever customers need them. Axess' company values are based on a genuine partnership with our customers and on the individuality of our systems and products. These are the foundations for

Axess' worldwide business success. The way we think and act is characterized by our aspiration to offer our customers tailor-made and economical solutions - while always remaining at the cutting edge of technology. To this end, it's particularly important to us to constantly

expand our range of products and services. Technologies are consistently refined and innovations promoted. This permits us to generate added value for our customers and partners and pursue new future pathways.

The Axess service

Focused on supporting you

Axess customers are our partners. We provide support at every step of the process. From our first visit on site to final acceptance. With our

Standard Support Agreement, you get access to our Help Desk and assistance from our Support. Our international subsidiaries offer sup-

port in their respective languages and local time zones. All inquiries are documented and processed as quickly as possible.



PROJECT-MANAGEMENT

- › Plant tour
- › Advice and support
- › Network planning
- › Final site acceptance
- › Commissioning
- › On-site support during commissioning



TRAINING

- › On-site training (through implementation)
- › Special training for seasonal teams
- › Individual training



HELP DESK

- › Support in local languages
- › Local time zone support



DATACENTER SERVICE

Individual service packages according to your requirements:

- › **DCS Basic:**
Up to 10 clients; complete **DATACENTER**-environment for e-commerce; updates; software licenses
- › **DCS Medium:**
All services from DCS Basic for up to 25 clients
- › **DCS Large:**
All services from DCS Basic for up to 50 clients
- › **DCS Enterprise:**
All services of DCS Basic for an unlimited number of clients; georedundancy; external expert support for design, patches and emergencies
- › **DCS Enterprise Premium:**
All services of DCS Enterprise plus database cluster in a dedicated environment; high-performance e-commerce applications; highest reliability; individual maintenance windows





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