Axios assyst®

Customer Success Program

Ensuring a Successful Journey

The 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, the right product, and the right processes are the critical factors that drive a successful partnership.

The Right People

From the start, we learn your business objectives, engage in conversations to understand your vision, and support you throughout this journey. You will have a support ecosystem that is consistently recognized by customers and industry analysts as having people who are attentive, proactive, knowledgeable, and dedicated to ensuring that *assyst* aligns with, and effectively supports, your present and future goals.

The Right Product

The Customer Success Program is the foundation of every customer relationship. The program backs our industry-leading *assyst* solution, which helps our customers design, deploy, manage, and optimize their services from a single, modern, and intuitive solution. *assyst* has a flexible platform that you can leverage to manage service delivery across your organization in departments such as HR, Facilities, and Finance.
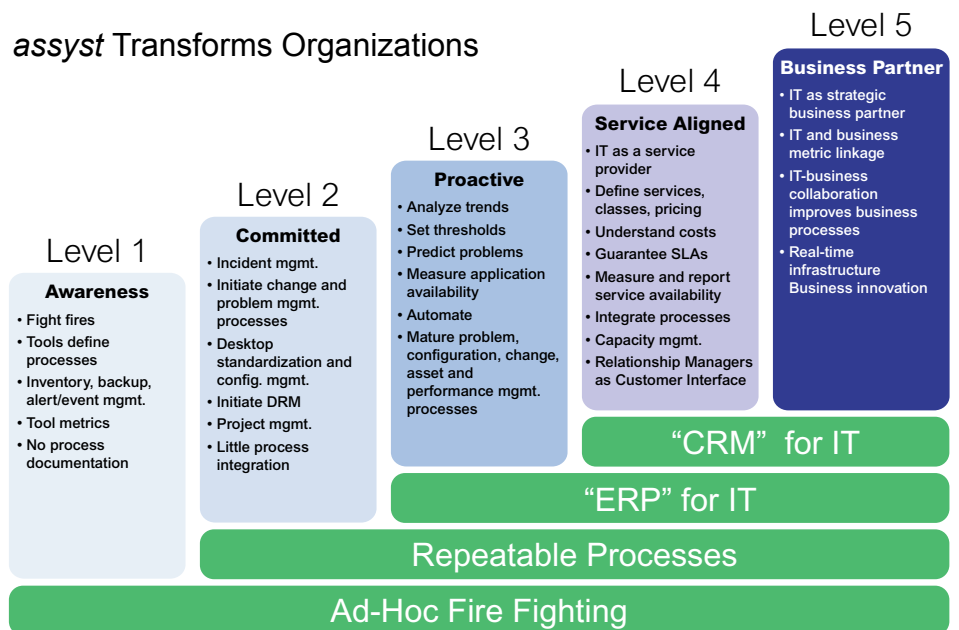
The Right Process

We combine our *assyst* solution with experienced consultants to provide rapid and risk-free implementation. We use a documented project management and product implementation methodology. All implementations benefit from a structured and consistent approach to the analysis, design, and build of the system. We have completed over 1,000 successful *assyst* implementations following this tried-and-tested process.

Highlights

- Increased focus on the customer journey
- Axios Service Value Assessment helps increase IT maturity
- Increased customer satisfaction levels
- Documented progress of the customer's journey
- Connection to other customers with similar goals
- On-going guidance from a Solution Architect
- Surveys that provide feedback on our Account Management Program

assyst Transforms Organizations

Level 1

Awareness
- Fight fires
- Tools define processes
- Inventory, backup, alert/event mgmt.
- Tool metrics
- No process documentation

Level 2

Committed
- Incident mgmt.
- Initiate change and problem mgmt. processes
- Desktop standardization and config. mgmt.
- Initiate DRM
- Project mgmt.
- Little process integration

Level 3

Proactive
- Analyze trends
- Set thresholds
- Predict problems
- Measure application availability
- Automate
- Mature problem, configuration, change, asset and performance mgmt. processes

Level 4

Service Aligned
- IT as a service provider
- Define services, classes, pricing
- Understand costs
- Guarantee SLAs
- Measure and report service availability
- Integrate processes
- Capacity mgmt.
- Relationship Managers as Customer Interface

Level 5

Business Partner
- IT as strategic business partner
- IT and business metric linkage
- IT-business collaboration improves business processes
- Real-time infrastructure Business innovation

"CRM" for IT

"ERP" for IT

Repeatable Processes

Ad-Hoc Fire Fighting

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Account Management Process and Kits

The Axios Systems' Account Management Kits provide a documented process that helps guide the progress of our customers' journeys. Using the kits, our Account Managers and customers can continuously assess their usage of *assyst* to ensure that they are getting the most out of their solution.

Welcome Kit:
- Overview of the team
- Outline the vision, goals, and scope
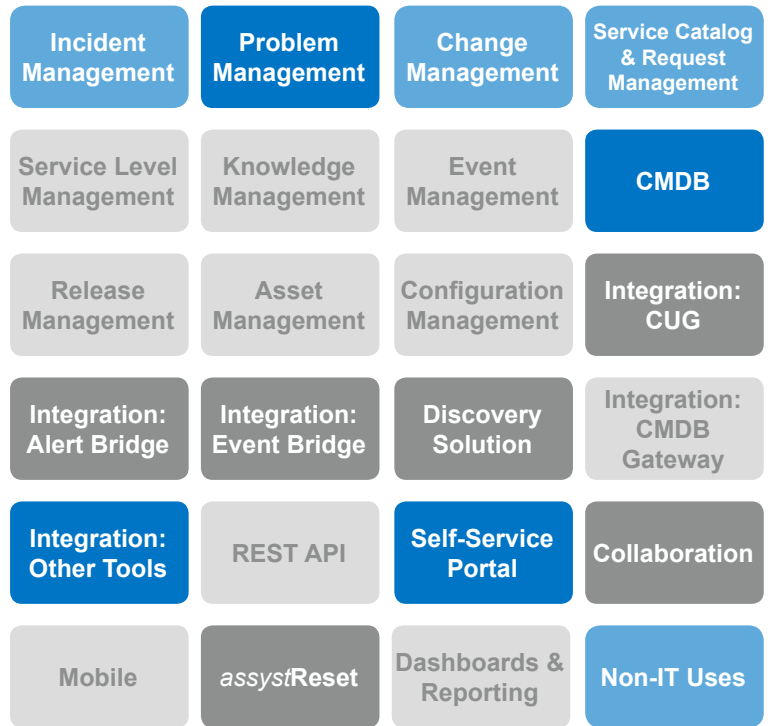- *assyst*Wiki, overview videos, webinars

Baseline Kit:
- Confirm future phases
- Service Value Assessment
- Set Goals/KPIs
- Plan Internal PR (User Adoption)
- Setup follow-on schedule
- Review RFEs
- Review Service Center process & performance
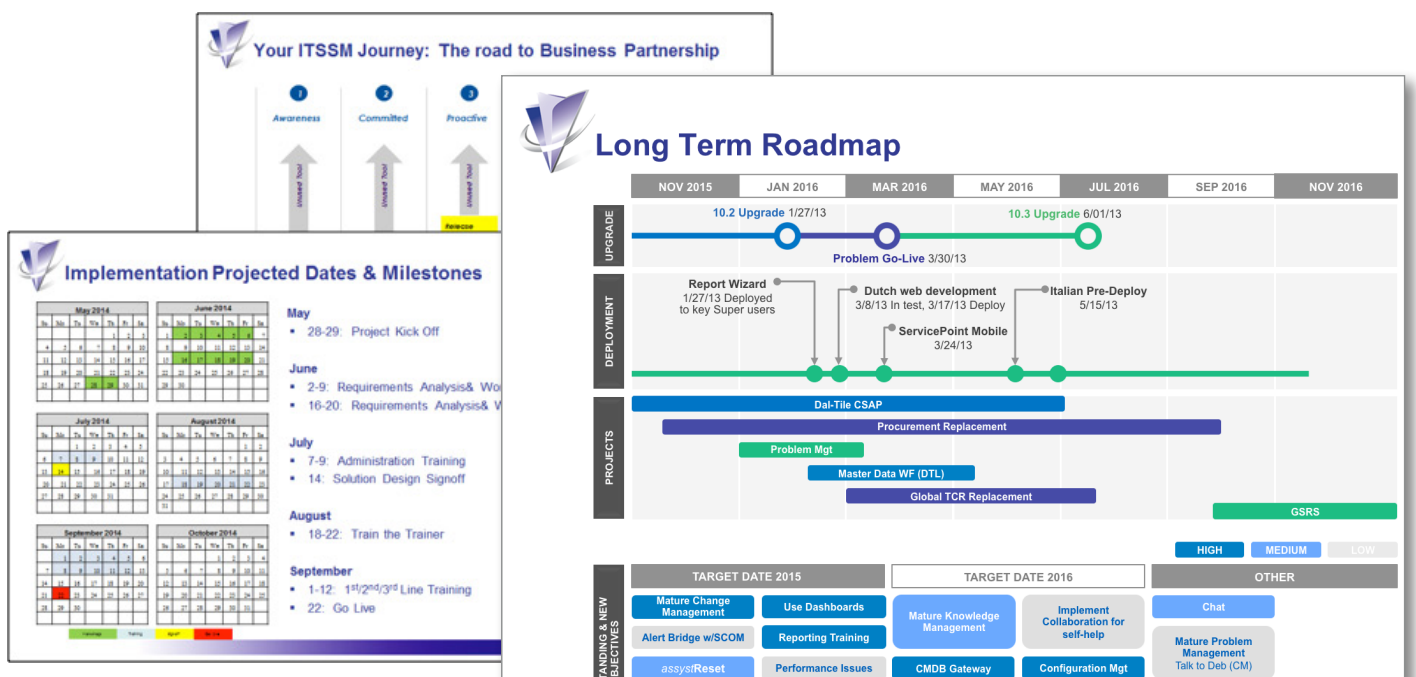- Review training needs

Journey Kit:
- Review *assyst* usage
- Review and assess phases
- Review survey results
- Agree on improvement plans
- Review training needs
- Internal Lunch & Learns (User Adoption)
- Support updates (SLA info)
- RFE Updates

How much of *assyst* are you leveraging today?

Incident Management	Problem Management	Change Management	Service Catalog & Request Management
Service Level Management	Knowledge Management	Event Management	CMDB
Release Management	Asset Management	Configuration Management	Integration: CUG
Integration: Alert Bridge	Integration: Event Bridge	Discovery Solution	Integration: CMDB Gateway
Integration: Other Tools	REST API	Self-Service Portal	Collaboration
Mobile	*assyst*Reset	Dashboards & Reporting	Non-IT Uses

■ Fully Deployed ■ Lightly Deployed ☐ Not Deployed ■ Not in Scope

Increased focus on the customer journey

Your ITSSM Journey: The road to Business Partnership

Implementation Projected Dates & Milestones

Long Term Roadmap

The Axios Support Ecosystem

CUSTOMER

ACCOUNT MANAGER

Our aim is to build long-lasting relationships to ensure that you are successful in your journey with *assyst* and Axios. Your dedicated Account Manager will focus on ROI from *assyst*, consistent progress, and exceptional customer service. In addition, you will be kept up to date with product developments and available services so that you continue to gain value from your investment.

AXIOS GLOBAL SERVICES (AGS)

AGS is an experienced team of ITSM professionals who deliver best-practice ITSM services to customers across the globe. Our AGS consultants and educators are ITIL® Masters qualified, have a wealth of corporate knowledge and industry experience, as well as a proven background in the delivery of ITSM projects.

AXIOS SERVICE CENTER

Axios Systems uses 'Intelligent Service Desk' philosophy to resolve as many events during initial contact as possible by using resources that are trained to a high level of competence in the everyday use of *assyst*. The Service Desk is a "cell" structure, making it agile and responsive to customer needs so that "available firepower" can be directed to where it's needed more quickly.

SOLUTIONS ARCHITECT

We take the time to learn your business and translate that into a working solution. Our Solution Architects are invested in your success, which means spending time on understanding your unique challenges and working towards a solution that fits your organization.

PRODUCT MANAGEMENT

Our Product Management team works diligently to translate customer requirements into development specifications, ensuring that we are highly responsive in addressing changing business needs. Access to this team through customer enhancement requests allows customers to have a direct vote within development to shape the future direction of *assyst*.

Benefits of the Axios
Customer Success Program

A Strong, Long-Term Partnership

Axios understands that support from top-level management is critical to forming and maintaining strategic, long-term partnerships. That's why we provide access to our management team and connect you with our respective executives to make sure that we are working towards mutual success.

Multiple Avenues of Support

Axios Systems understands that without our customers, we don't exist, and therefore we make our responsiveness to our customer's needs our #1 priority. This is why one of our key differentiators is our ability to provide our customers with multiple avenues to obtain support. These avenues include self-service, email, phone, the *assyst* Wiki, and the customer's dedicated Account Manager. We offer 24x7, 24x5, and 8x5 support packages ensuring our clients can have support when they want it.

Tailored Training Program

Axios' Implementation Methodology centers around a full knowledge transfer. Every customer receives a complete program of role-based *assyst* solutions training and best practice training, tailored to support your unique situation. Training plans are flexible so that we can focus on your requirements and expected results.

Dedicated and Qualified Team of ITSM Experts

Because we are invested in our customers' success, our team is comprised of ITSM and *assyst* experts who are dedicated to both Axios and its customers. The average tenure of our team is 6+ years, with many being with us for over a decade. Our customers can leverage our experience and implement a solution that enables more efficient, productive, and cost effective delivery and support of IT services, within and beyond IT.

Participation in our Customer Enhancement Program

Axios customers are paramount in driving our innovation. On average, 70% of new product features and functions come directly from customer feedback and enhancement requests. Customers are able to submit Requests for Enhancements at any time through the Customer Portal. This is the perfect platform for future developments because it allows our customers to give feedback directly to Product Management. In addition, Axios holds regional user group forums to promote the sharing of knowledge and allow for customer input.

Continuous Service Improvement (CSI)

CSI is critical to ensuring the long-term success of your journey. Axios' structured approach to CSI includes activities, such as post-implementation reviews, baseline kits and reviews, implementation tuning, and *assyst* health checks. These activities allow our customers to develop and achieve both their long and short-term goals.

SERVICE DESK & IT SERVICE MANAGEMENT SOFTWARE SOLUTIONS

HOME PROPERTIES®

"The Axios Systems' Account Management Team is in a league of their own! We really appreciate how they listen to our concerns and act on them. I wish all companies we partnered with were like Axios."

MOHAWK®

"We chose assyst due to the quality of their implementation team and approach for delivering the project."

Axios Systems is solely focused on providing ITSM solutions. As a recognized innovator of leading edge technology, Axios continues to transform IT into business-centric service providers. Axios' enterprise ITSM software, *assyst*, is designed through customer driven, agile development to support people, processes, and technology. *assyst* was created to deliver simple, yet powerful ITSM software that's easy to use and maintain. Axios is a global company with offices across the Americas, Europe, Middle East, and Asia Pacific. For more information about Axios Systems, please visit www.axiossystems.com

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