



Maintaining Operational Excellence via Axim's Team Extension Services

The Challenge

Benefis Health System, Montana's leader in quality healthcare, needed a Senior Unified Communications expert to help them maintain and grow their existing Cisco Unified Communications technology platform. This important role would be responsible for the design, administration, monitoring, troubleshooting and resolution of problems related to their Cisco Voice Applications and Carrier Connectivity, and maintaining up-to-date documentation of the system design and operations and procedures manuals.

During their search for the right candidate, Benefis encountered challenges finding qualified candidates within their geographic area and needed to fill the position quickly.

Why Axim?

Benefis chose Axim because of our deep communications technology expertise and proven Team Extension model. When Axim works with clients to expand their team's skills and expertise, our clients get more than a great resource – they get the combined expertise of our Communications Architects and Consultants to tackle a wide variety of challenges.

Approach

Axim carefully screens all candidates to ensure that they are a great fit for each client. In addition to verifying the credentials, qualifications, and expertise required to exceed expectations, we screen for communications style, attitude, and customer cultural fit. We tailor our approach to the client's requirements for budget, timeline, and work location, advising them throughout the process to create a great outcome.

We quickly identified a great candidate who could engage quickly and fulfill the required duties in a hybrid-work mode.

Results

In less than a month from request to delivery, Axim identified a great fit for Benefis. Our engineer enabled Benefis to fill a key gap on their team and operate their enterprise Unified Communications platform at the high level their associates and customers demand.

"We have very much appreciated [Axim's Resource]'s expertise and service with our gaps in staffing for Unified Communications. It has also been great working with you and Axim."

-Matt Raab, Director of Enterprise Technology



About Axim

Axim uses an integrated solutions approach to building great customer and employee experiences via our expertise in Enterprise Communications Consulting, Experience Analytics, and Team Extension.

Find out how Axim's talented team of Enterprise Communications and Customer Contact Architects and Consultants can be your organization's advantage!

Contact askaxim@aximglobal.com or visit www.aximglobal.com today!