



# Leading US West Coast University Relies on Axim for ZoomPhone Support & Management

## The Challenge

During the deployment process of a multi-campus cloud communications solution that included a 40,000 Zoom Phone endpoints and 200 Five9 CCaaS agents, one of the largest universities in California realized that they needed help making sure that the solution created great ongoing user experiences.

The internal IT organization lacked the capacity and Zoom/UCaaS-specific skills to deploy new locations, manage endpoint changes, and assist their users with adopting and getting the most out of the new collaboration solution.

## Why Axim?

The customer chose Axim to help them ensure that the new solutions were available and functioned at a high level. Axim's differentiators included:

- ZoomPhone Systems Integrator Certification
- Dedicated, certified nearshore support on the customer's time zone
- Subject Matter Experts and Developers to assist with integrations, contact center reporting & optimization

Our deep expertise and experience with communications solutions separated us from other organizations that were proposing this support as one of many services that they provide. We focus on enterprise communications, customer contact technology, operations, and reporting, and integrating these technologies with other enterprise platforms

## Approach

Axim's Nearshore Operation 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, and provide ongoing training to ensure our expertise keeps pace with the needs of our client's.

We quickly identified a great candidate who combined the skills the customer required, the cultural fit and attitude needed to deliver a great experience for their internal users, and included involvement from our Software Development team and Communications Architects & Consultants to ensure that we could help the client evolve their use of their new communications platforms to meet the changing needs of their organization.



## Results

Axim provided a certified resource to take ownership of the key management responsibilities the customer lacked the capacity to perform. We quickly integrated with their team and technology processes to deliver a seamless customer experience. Along with the quality of our resource, our ISO-certified processes provides oversight, management, and accountability that continue to earn high customer satisfaction marks from our client.

Our client's new communications platforms are supporting their users as planned, and our resources have become valued members of the client's team.

## 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. Axim is ISO 27001 and ISO 9001 certified, giving our clients confidence that their sensitive information is handled appropriately and our work is done in adherence to processes that are mature and effective.

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](mailto:askaxim@aximglobal.com) or visit [www.aximglobal.com](http://www.aximglobal.com) today!