



Our flagship offering

Drive ongoing value and optimization for your business with strategy, support, training and access to our full software suite.

AXIA by Faye™ bundles Faye's capabilities and tools into one monthly or annual subscription. From technical support to ongoing strategy, regular check-ins, onboardings, training, software add-ons and digital tools, AXIA is a revolutionary approach to ensuring your software gets better with age like a fine wine. It includes:

1

Strategy & planning

Great software starts with strategy. From CX to workflows, integrations and adoption, it all requires planning – Clients use AXIA to lean on the expertise and knowledge of Faye's strategy team.

2

Configuration & deployment

Out of the box is a thing of the past. You need to configure and deploy software in ways that align with your bespoke business needs. AXIA delivers the migration and integration of software into your software stack.

3

Adoption & accountability

Ongoing software success is measured by your ability to keep teams' accountable to using it in the way it was intended. From onboarding to refreshers, documentation and check-ins, AXIA ensures that we remain a partner for the long term.

4

Training & optimization

From new staff training to annual refreshers and strategy sessions, we keep your software dialed in to your individual and evolving needs and make sure it doesn't get left behind.

5

Software & services

With access to Faye's custom software division and our suite of software tools from integrations to enhancements, AXIA gives you what you need to solve the challenges of integrating software into your stack.



zendesk



BUILD FOR THE FUTURE

AXIA is a revolutionary approach to ensuring your software gets better with age like a fine wine. With Faye, you leverage the power of a globally awarded team as we become your partner, ready to help, plan and help you do the work of 1,000 with just 100.



Fayedigital.com/axia

818-280-4820

hello@fayedigital.com

Headquartered in California and with teams across 4 continents


AXIA comes with options to suit your coverage level:

Success | Copper | Silver | Gold | Platinum

Add AXIA Integrate and AXIA tools to your base package to supercharge access to Faye's prebuilt software enhancements



For sales or marketing teams, support teams and technology departments, implementing, and maximizing software effectively can be the difference between ROI or not. AXIA by Faye™ bundles our capabilities and tools into one monthly or annual subscription rather than one-off projects.

CONTACT US FOR PRICING	aXia for Sugar Bronze Bundle	aXia for Sugar Silver Bundle	aXia for Sugar Gold Bundle
Customer Success Package			
Dedicated Account Manager	Included	Included	Included
aXia Academy Access	Included	Included	Included
Dedicated Training Office Hours	Included	Included	Included
New Release Advisory	Included	Included	Included
Quarterly Business Reviews	-	Included	Included
User Adoption Tool Add-On Package			
Utilization Monitor Add-On	Included	Included	Included
Sales History Dashlet	Included	Included	Included
Splash Add-On	-	Included	Included
Dedicated User Adoption Coach	Included	Included	Included
Productivity Tool Add-On Package			
AXIA Tools 	Included	Included	Included
Slack Integration Add-On	Included	Included	Included
Zoom Integration Add-On	Included	Included	Included
Sugar Mobile e	-	Included	Included
Professional Services & Support Package			
Services Included	Support, training, admin, advisory, development	Support, training, admin, advisory, development	Support, training, admin, advisory, development
Hours Included	Up to 36 hours per year	Up to 72 hours per year	Up to 144 hours per year
Service Level	High Priority (same day response)	Premium + (4 hour response)	Premium ++ (2 hour response)
Communication Channels	Email, Phone, Slack	Email, Phone, Slack	Email, Phone, Slack
Cost Savings			
Software Discounts	NA	NA	Yes
Billing Rate Discounts	Yes	Yes	Yes

AXIA Tools include the following add-on packages:

- Dashboard Deployer
- Advanced Trackers
- Country/State Dropdowns Tool
- Consolidated Activity Reports
- Web Form Integrator
- Fuzzy Search
- Login As
- 'Pretty URL' Links
- Calculated Fields Recalculator
- Timeline Activities (Activity Stream)
- Address Validator (Google)



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