

AXIA FOR ZENDESK

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 into one annual subscription. Axia is a revolutionary approach to ensuring your software gets better with age—like a fine wine.

Book a meeting today →



✓ Build for scale

You are unique. Selecting the right software is just the beginning. Success is found in a clear strategy, consistent execution and software expertise. Axia includes ongoing strategy and planning to grow with you.

✓ Compound value with adoption

Great user adoption is pivotal for software to perform at its best. Axia's training, ongoing support, Q&A, programmes and adoption initiatives are protection against failure. When CRM, CX, or marketing software implementation fizzles, it's because they are treated as done. Continual adoption and utilization efforts are needed to keep your tools tuned up and singing.

✓ Evergreen and future proof

You will change and evolve. Your business is not a snapshot in time but a fluid and growing organism and those changes impact the way you structure teams and use software. Axia enables your software to adjust and evolve with you, so it doesn't get left behind.

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|-----------------|---------------------|
| ▲ Strategy | ▲ Planning |
| ▲ Configuration | ▲ Training |
| ▲ User Adoption | ▲ Optimization |
| ▲ Development | ▲ Software Discount |

AXIA SUBSCRIPTION PLANS

For sales, marketing, support, and technology departments, implementing and maximizing software effectively can be the difference between ROI or not. Axia by Faye™ bundles our capabilities into one quarterly or annual subscription, empowering your team with continual improvement and cost predictability.

	SUCCESS	BRONZE	COPPER	SILVER
	\$2,700/year	\$5,040/year	\$12,300/year	\$24,000/year
Customer Success				
Dedicated account manager	✓	✓	✓	✓
Axia Academy access	✓	✓	✓	✓
Dedicated training office hours	✓	✓	✓	✓
New release advisory	✓	✓	✓	✓
Quarterly business reviews	✗	✗	✗	✓
Professional Services & Support				
Service level	Priority	Priority	Priority	High Priority
Support included	✓	✓	✓	✓
Training included	✗	✗	✓	✓
Admin included	✗	✗	✓	✓
Advisory included	✗	✗	✓	✓
Development included	✗	✗	✓	✓
Hours included	1 hours / month	2 hours / month	5 hours / month	10 hours / month
Response time	2 days	2 days	2 days	1 day
Communication channels	Email	Email	Email	Email
Cost Savings				
Software discounts	✗	5%	5%	10%
Billing rate discounts	✗	✓	✓	✓

[Terms and Conditions apply](#)