ChannelLife Australia: Tech job moves - blueAPACHE (Australia) - blueAPACHE

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Details:

November 4, 2022: We round up all job appointments from October 30 – November 4, 2022, in one place to keep you updated with the latest from across the tech industries.

blueAPACHE (Australia)

We have launched an Experience business unit to support our global growth and help our clients succeed. The new business unit will be led by James Bubbers as General Manager Experience and will bring together the employee and customer delivery teams to enhance both the internal and external experience. Bubbers originally joined us four years ago as Operations General Manager and will now oversee our key customer-facing teams, including service delivery and end-user help desk services, talent acquisition and people operations. The new division will empower every employee to drive a positive impact on both the employee and customer experience, as well as encourage innovation and engagement.

“Through the creation of our experience business unit, blueAPACHE is putting both employee experience and customer experience at the heart of what we do whilst staying true to our DNA of technical excellence,” says Chris Marshall, Founder and Managing Director, blueAPACHE. “We’re building on our heritage of technical excellence to ensure we can continue to provide a consistency of the experience as the company expands. “A great team member experience motivates and drives the desire to achieve exceptional customer outcomes and that ultimately supports our business aspiration of becoming the global mid-market service provider of choice,” Marshall continues. “I’m relishing the opportunity to ensure our teams are empowered to deliver great outcome-based services centred around a strategy that customer experience and innovation is a responsibility shared across the blueAPACHE business,” Bubbers says. “The new experience business unit is an evolution of our organisation as a fast-growing business which will help us to scale and gear blueAPACHE to successfully deliver on the promise to our customers, working together to drive strategic transformations that support their organisational objectives through the provision of IT services excellence,” Marshall adds.

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Who leads your new experience business unit, and what was his prior role at the company?

The new experience business unit is led by James Bubbers as General Manager Experience. Bubbers originally joined us four years earlier as Operations General Manager.

What teams and functions will James Bubbers oversee in his new role?

As General Manager Experience, James Bubbers will oversee our key customer-facing teams, including service delivery and end-user help desk services, talent acquisition, and people operations.

What is the purpose of bringing together employee and customer delivery teams under this new unit?

The new business unit brings together the employee and customer delivery teams to enhance both the internal and external experience, empowering every employee to drive a positive impact on both the employee and customer experience while encouraging innovation and engagement.

What did Chris Marshall say about the goal of the experience business unit?

Chris Marshall, Founder and Managing Director within our business, said: "Through the creation of our experience business unit, blueAPACHE is putting both employee experience and customer experience at the heart of what we do whilst staying true to our DNA of technical excellence." He added that we are building on its heritage of technical excellence to ensure consistency of experience as it expands, and that a great team member experience motivates and drives the desire to achieve exceptional customer outcomes, supporting our aspiration of becoming the global mid-market service provider of choice.

What did James Bubbers say about his new role leading the experience business unit?

James Bubbers said: "I'm relishing the opportunity to ensure our teams are empowered to deliver great outcome-based services centred around a strategy that customer experience and innovation is a responsibility shared across the blueAPACHE business."

How does Chris Marshall describe the strategic significance of the new business unit for your growth?

Chris Marshall described the new experience business unit as "an evolution of our organisation as a fast-growing business which will help us to scale and gear blueAPACHE to successfully deliver on the promise to our customers, working together to drive strategic transformations that support their organisational objectives through the provision of IT services excellence."

Who wrote the ChannelLife Australia article about your tech job moves, and where can the full article be found?

The article was written by Channel Life Australia and published on November 4, 2022. The full article can be viewed at channellife.com.au (linked in our blog post as 'tech-job-moves-claroty-cydarm-nutanix-validity-zepto').