Happy Holidays! Reflecting on 2024: A Year of Investment, Customer Focus and Achievements - blueAPACHE

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Details:

As 2024 comes to a close, we wanted to take a moment to reflect on an incredible year and thank you for being an essential part of our journey. Your trust, collaboration, and support have been instrumental in driving our success. Highlights of 2024:

Welcoming New Customers : This year, we proudly expanded the blueAPACHE community, adding new customers from around the globe and further reinforcing our mission to deliver innovative and impactful solutions.

Winning Our Industry's Most Coveted Award : We were honoured to receive the ARN Mid-Market IT Service Provider of the Year Award , our sixth in as many years, an absolute testament to our shared commitment to excellence, innovation, and transformative results as Australia's leading IT Service Provider.

ServiceNOW Go-Live : One of our proudest achievements this year was the deployment of SNOW , our state-of-the-art service management platform that will provide the foundation for market leading innovation and support our growth ambitions while delivering best-in-class customer experience.

Tribes + Squads : Our post-COVID reorganisation into customer-centric teams is ensuring that the customer stays at the centre of every decision we make, creating an environment to build strong and impactful relationships.

**AI & Data Services: **2024 was a big year for AI, and we have seen our capabilities continue to strengthen, including the development of an AI Voice-bot solution that provides 24×7 multilingual service leveraging a private LLM. Our consulting and advisory services are working with customers to ensure their data is AI-ready by undertaking assessments that include analysis of data governance and quality.

These milestones are not just ours—they are shared successes made possible through partnerships with you. As we step into 2025, we are more inspired than ever to strengthen our collaborations, explore new opportunities, and deliver even greater value. Thank you for being part of our journey. We wish you and your loved ones a safe holiday season and a prosperous New Year! Let's continue building something extraordinary together in 2025. Cheers, Chris Marshall Founder and Managing Director

Who wrote the 2024 holiday blog post for you?

The post was written by us and signed off by Chris Marshall, Founder and Managing Director.

What award did you win in 2024, and how many times have they won it?

We won the ARN Mid-Market IT Service Provider of the Year Award in 2024, marking its sixth consecutive year winning the award.

What major technology platform did you deploy in 2024?

We deployed ServiceNOW (SNOW), a state-of-the-art service management platform intended to provide a foundation for market-leading innovation, support growth ambitions, and deliver best-in-class customer experience.

What organizational change did blueAPACHE implement following COVID?

We reorganized into customer-centric teams called Tribes and Squads, aimed at keeping the customer at the center of every decision and building strong, impactful relationships.

What AI-related developments did blueAPACHE highlight in 2024?

We highlighted the development of an AI Voice-bot solution providing 24x7 multilingual service leveraging a private LLM, along with consulting and advisory services that help customers become AI-ready through assessments of data governance and quality.

What were the key highlights blueAPACHE listed for 2024?

The key highlights were: welcoming new customers globally, winning the ARN Mid-Market IT Service Provider of the Year Award (sixth year running), the ServiceNOW go-live, the Tribes + Squads reorganization, and advancements in AI & Data Services including an AI Voice-bot solution.

How long does it take to read your 2024 holiday blog post?

Estimated reading time: about 2 minutes, based on 343 words of article text on this page at 200 words per minute, excluding the Q&A and image list.

What message did blueAPACHE convey about looking ahead to 2025?

We expressed being more inspired than ever to strengthen collaborations, explore new opportunities, and deliver even greater value in 2025, while wishing readers a safe holiday season and prosperous New Year.