

Tech job moves - blueAPACHE (Australia) - blueAPACHE

Canonical: <https://www.blueapache.com/blog/it-brief-asia-tech-job-moves-blueapache-australia>

Details:

Summary

This blueAPACHE post reports: 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. The company has launched a new experience business unit to support its scale for global growth and continuing effort to drive customer success. It concerns Microsoft Teams. Published in 2022. Figures, product names and event details reflect that time; for current information see the linked service pages.

Key facts

Label	Value
Publication year	2022
Services referenced	Microsoft Teams
Topic	IT Brief Asia: Tech job moves - blueAPACHE (Australia)

Article

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)

The company has launched a new experience business unit to support its scale for global growth and continuing effort to drive customer success. 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 blueAPACHE four years ago as Operations General Manager and will now oversee the company's 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. [Click here to view full article.](#)

Related

Microsoft Teams
emPOWER Collaboration (pillar)

Frequently asked questions

Which new business unit did blueAPACHE launch, as covered in this job-moves roundup?

The post reports blueAPACHE launched a new Experience business unit to support global growth and drive customer success, bringing together employee and customer delivery teams.

Who leads the new Experience business unit, and what was their prior role?

James Bubbers leads the unit as General Manager Experience; the post states he joined blueAPACHE four years earlier as Operations General Manager and now oversees customer-facing teams including service delivery, end-user help desk, talent acquisition and people operations.

What did Chris Marshall say the new unit puts at the heart of the business?

Chris Marshall, Founder and Managing Director, said the experience business unit puts both employee experience and customer experience at the heart of what blueAPACHE does, while staying true to its DNA of technical excellence.

What did James Bubbers say about the strategy behind the new unit?

Bubbers said the unit centres on a strategy where customer experience and innovation is a shared responsibility across the business, aimed at delivering great outcome-based services.

Is this post still current?

No. It reports a specific October-November 2022 job-moves item. For blueAPACHE's current leadership, see the blueAPACHE home page linked below.

Source

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Knowledge Base

What did IT Brief Asia report about blueAPACHE (Australia) in its November 4, 2022 tech job moves roundup?

IT Brief Asia reported that blueAPACHE (Australia) launched a new experience business unit to support its scale for global growth and to continue driving customer success.

Who leads your new experience business unit, and what is his title?

James Bubbers leads the new experience business unit as General Manager Experience.

What is James Bubbers' background within your business?

James Bubbers originally joined us four years earlier (from the article's November 2022 publication) as Operations General Manager, and now oversees our key customer-facing teams as General Manager Experience.

Which teams and functions does the new experience business unit bring together?

The new business unit brings together the employee and customer delivery teams, including service delivery, end-user help desk services, talent acquisition, and people operations, to enhance both internal and external experience.

Why did you create the experience business unit, according to Chris Marshall?

Chris Marshall, Founder and Managing Director within our business, said the experience business unit puts both employee experience and customer experience at the heart of what we do while staying true to its DNA of technical excellence, and helps ensure consistency of experience as we expand.

What business aspiration does Chris Marshall link to the new experience business unit?

Chris Marshall said a great team member experience motivates and drives the desire to achieve exceptional customer outcomes, which ultimately supports our business 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 he was relishing the opportunity to ensure teams are empowered to deliver great outcome-based services centred around a strategy where customer experience and innovation are a responsibility shared across our business.

How do you describe the strategic purpose of the new experience business unit within its growth as a company?

According to Chris Marshall, the new experience business unit is an evolution of our organisation as a fast-growing business, designed to help it scale and deliver on its promise to customers by driving strategic transformations that support their organisational objectives through IT services excellence.