

IT Brief New Zealand: Tech job moves at blueAPACHE - 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)

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Why did you launch a new experience business unit?

We launched the new experience business unit to support our scale for global growth and continue its effort to drive customer success, bringing together employee and customer delivery teams to enhance both internal and external experience.

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

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

What was James Bubbers' role before becoming General Manager Experience?

James Bubbers originally joined us four years earlier as Operations General Manager.

Which teams does James Bubbers now oversee?

James Bubbers now oversees our key customer-facing teams, including service delivery and end-user help desk services, talent acquisition, and people operations.

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

Chris Marshall, Founder and Managing Director within our business, said the creation of 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 a consistency of experience as we expand.

What business aspiration did Chris Marshall link to the new 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?

James Bubbers said he was relishing the opportunity to ensure our teams are empowered to deliver great outcome-based services centred around a strategy where customer experience and innovation is a responsibility shared across our business.

How does Chris Marshall describe the new business unit in the context of company growth?

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