



# Axonify Services & Support

Services and support to get you started, keep you going and take you further than you ever thought possible.

## We're by your side every step of the way

Adapting the way your workforce trains can help you achieve your big goals, but changing the status quo can be a daunting task.

Axonify Services allow you to stay focused on big picture business goals, because you're not in this alone. Our experts partner with you to take care of every little thing you need, so you can stay focused on driving business results.

## Our people know just what to do

Our team of instructional designers, implementation experts, support professionals, customer success managers and strategic services consultants have seen—and done—it all. From strategic transformation to everyday questions, we know how to keep you on track and we work with you to get the results you're looking for from the Axonify Microlearning Platform.

To make sure that you have all the support you need to be successful, Axonify offers **Standard Services** that are included for every Axonify customer, and **Advanced Services** that are available a la carte at any point during your Axonify journey.

## From start to finish, we've got you covered.

**Get up and running** Our team works with you to get the Axonify Microlearning Platform up and running smoothly.

**Stock with content** We provide expert help to build great content that drives behavior change and business performance.

**Collaborate and grow** Our community of Axonify customers and knowledgeable employees help you get the most out of the Axonify Platform.

**Excel and evolve** We'll coach you to create and sustain strategic change to help achieve your biggest goals.

**Drive results and measure performance** We help you develop a measurement-focused learning organization that positively impacts your bottom line.



Call us today at 1-855-AXONIFY (296-6439) or visit [axonify.com/services](https://axonify.com/services) to learn more.

## STANDARD SERVICES

Services that every customer receives to guide you through implementation

### BUSINESS & TECHNICAL

- ✓ Platform Stand Up
- ✓ Platform Optimization
- ✓ Administrator Training
- ✓ Manager and Leader Training
- ✓ Go Live Marketing Support

### CONTENT

- ✓ Content Starter Pack  
*6 Question-based micro-topics*

IMPLEMENT

## STANDARD CUSTOMER SUCCESS AND SUPPORT

The ongoing Customer Success and Support that every customer receives with their Axonify Microlearning Platform subscription

### CUSTOMER SUCCESS

An experienced member of our Customer Success team guides your organization throughout your entire journey with Axonify to generate maximum business impact.

### SUPPORT

24/7 Online Support and Community Access / Live Peer Collaboration / Live Customer Care

SUSTAIN & GROW

## ADVANCED SERVICES

Services that are always available à la carte

### BUSINESS PERFORMANCE

- + Marketing Asset and Communication Plan Development
- + Learning Transformation and Strategic Alignment Planning
- + Performance Gap Analysis
- + Business Goal Analysis
- + Agile Learning Strategy Development
- + Learning Technology Architecture Assessment and Planning
- + Impact Measurement Enablement
- + Strategic Program Management
- + Administration Services

### CONTENT

- + Content Design and Development
- + Content Needs Assessment Workshop
- + Content Prioritization and Design Enablement
- + Content Audit and Alignment

EXCEL

### About Axonify

With the Axonify Microlearning Platform, you do more than train people. You drive business results with a personalized learning experience that fits into the workflow, only takes a few minutes, and ingrains the knowledge people need to achieve your business goals.