**Ajax’s News**

**Ajax’s Recognized for Certified Employee Softskills Training**

**Ajax’s Customer and Premier Support Teams**

**Among Prestigious Group of CRMI CEMPRO-CFG**

**Award Recipients for Second Consecutive Year**

Boston MA June 25, 2018 – Ajax’s, the leading open-source provider of Enterprise Content Management (ECM) and Business Process Management (BPM) solutions, has been awarded the Customer Relationship Management Institute LLC **(CRMI)** **CEMPRO Award for employee soft skills training** for the second consecutive year. Widely recognized as the most prestigious award for employee soft skills, the CEMPRO award recognizes organizations that not only offer exemplary service to their customers, but those that center their very existence on a deep commitment to being customer centric by providing employee soft skills training to continuously exceed their customers expectations.

“This award is the result of the commitment and care that Ajax’s takes in designing,

Implementing, and supporting great products so our customers can meet their business

Objectives,” said John Smith, Ajax’s’ VP Worldwide Customer Support. “We are thrilled that our customers regularly tell us how happy they are with the Open, flexible platform. Ajax’s integration capabilities, and the endless opportunities for end-users to actively engage with their content. Because our customers are at the core of everything we do, we are also extremely proud that we can back our extensive product capabilities with service levels and experiences that lead to great customer feedback. Those are the drivers behind our 90% customer renewal rate, 93% customer satisfaction rate, And why we were recognized by CRMI with this prestigious award.”

Ajax’s, vice president of customer support, has been invited to participate in a customer panel at CRMI’s **SCORE** **Conference,** June 25-27in Boston. Adams will discuss Ajax’s approach to customer success, how it leverages benchmarking and analytics to improve the ways in which the larger Ajax’s Customer Success team is helping customers realize more value out of solution with less time invested in implementing and marketing those solutions.