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Contact: Dennis Petroskey
(202) 215-6767
dpetroskey@axxess.com

Axxess Bolsters Client Experience Initiatives With New Executive Hire

Industry Veteran Carrie Jo Howard to Lead Evolution of Axxess Client Support

DALLAS, June 26, 2018 – Industry veteran Carrie Jo Howard has been named Vice President of Client Services at Axxess, the fastest-growing home healthcare technology company. Howard has been hired to take Axxess' industry-leading client experience initiatives to the next level by overseeing all aspects of client engagement, including product implementation, client support and account management.

Among her responsibilities is managing Axxess' innovative Support Ticketing Center built into all Axxess software to provide a faster, more efficient way for clients to interact with support experts. Designated users can submit requests for support or an enhancement online, and track progress and resolution in real time.

"At Axxess, we are committed to providing the best possible client experience, and Carrie Jo's expertise leading large teams and involvement with enterprise clients makes her the ideal choice to contribute to Axxess' next stage of growth," said John Olajide, Axxess' founder and CEO.

Added Howard: "Axxess sets itself apart in the way it strives to give clients an exceptional experience every time. We have the best, easiest-to-use products for managing care in the home, and my goal is to give our agencies the support they need to grow their business."

Howard has more than a decade of experience in the home healthcare industry. She spent four years as the Vice President of Hospice Cloud for National HME, based in Irving, Tex. Howard also served as a leader in customer support and implementation at Dallas-based Homecare Homebase for seven years.

Howard graduated from Abilene Christian University with a bachelor's degree in marketing. Howard also has a certification in change management from Change Guides that helps her implement new processes for internal and external groups.

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About Axxess

Axxess is today's fastest-growing home healthcare technology company, improving care for more than 2 million patients in North America. Axxess provides an easy-to-use, complete suite of cloud-based software and services for any size home health organization to grow its business. Trusted by more than 7,000 organizations, Axxess leads the industry in innovation with its best-in-class in-house software development team. Axxess also owns Home Health Gold, the industry's leading data analytics software company. Fostering a collaborative culture to exceed client expectations, Axxess is recognized nationally as a "Best Place To Work," while investing every day in growing the healthcare industry to address unmet needs and make lives better. To learn more about Axxess, click here.