



Axiom Corporation
Building Lasting Relationships
January 22, 2015



Axiom Corporation - History & Overview


Axiom Corporation

- Privately-owned small business
- Founded in 1988
- Serving primarily DoD, Federal, State, and Local government agencies
- Headquartered in Atlanta, GA; offices in Washington DC and Arlington, TX
- Established reputation for customer focus and quality
- Service Disabled Veteran Owned Small Business
- SBA 8(a) Program Participant

High Performing, Low Maintenance 

Agenda

- Introductions
 - Roger A. House, Axiom Corporation, President and CEO
- Axiom Corporation
 - History and Overview
 - Corporate Values
 - Focus
 - Key Pillars
 1. Personal Attention
 2. Our People
 3. Our Processes
 4. Our Flexibility

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Axiom Corporate Values

Integrity

- We believe in doing the right thing at all times.
- We commit to high ethical standards and expect the same from our business partners.

Customer Satisfaction


- We value our clients' trust in us and strive to perform at a level that guarantees excellence.
- We understand that our future success is based directly on our clients' success and satisfaction level.

Teamwork

- We operate as a team of high performing, highly skilled professionals who are among the best in their fields.
- We know that our success as a company is directly related to the talent of our people and our ability to work as one team.

Respect


- We have respect for each other and for all people.
- We not only respect diversity, but we embrace it and learn from it.

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Axiom Corporation - Focus

Axiom Corporation

- Improving the total customer experience with the best results
- Improving performance through ongoing client collaboration (daily and weekly calls)
- Delivering world-class quality and cost-effective service
- Hands-on ownership involvement
- Always available
- Sense of urgency
- On-time, on-budget delivery of services

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Axiom Corporation - Key Pillars

Axiom Corporation

- Customer personal attention
- Our people
- Our processes
- Our flexibility

- We have the experience and the expertise to help our clients be more effective in serving their customers.

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Axiom Corporation - Customer Personal Attention

Personal Attention

- We own and manage the business personally.
- We work closely with our clients to develop and deliver custom-designed solutions.
- We do what it takes to make sure our clients meet their deadlines and achieve their goals.
- We have a passion for playing a key role in driving our clients' success.
- We take pride that our work is our reputation.

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Axiom Corporation - Our People

Our People

- Our staff receive ongoing training specific to your business, mission and goals.
- They are kept informed through easily accessible tools.
- Our quality assurance programs drive high-quality, consistent customer interactions.
- We develop communication protocols that work for you and keep our staff highly engaged.
- Our staff receive performance incentives based on achievement of your goals.

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Axiom Corporation - Our Processes

Our Processes

- We custom-design solutions to meet your needs.
- Training materials specific to your business are professionally developed.
- Transaction-process flowcharts guide our staff to ensure a consistent, high quality customer experience.
- We invest in keeping systems and processes current.


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Axiom Corporation - Our Flexibility


Our Flexibility

- We specialize in quickly developing and implementing solutions tailored to our clients' needs.
- We have a proven track record of quickly providing the scalability needed to keep pace with client growth.
- We pride ourselves on the ability to effectively support our clients through periods of fast-paced change, or when unexpected situations arise that require confident and competent customer support.

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Core Competencies



- Information Technology Services:**
 - IT Program Management
 - Information Assurance
 - IV&V
 - Help Desk
 - Health IT
 - Data Management
 - Web / Social Media Outreach
- Training:**
 - Leadership
 - Microsoft Applications
 - Computer-Based Web-based Training
 - Privacy Officer Professionalism
 - Medical Documentation Compliance
- Business Management Services:**
 - Program Management and Project Management
 - Logistics Operations
 - Clinical Research
 - Business Process Improvement
 - Contracts and Grants Procurement
- Organizational Development:**
 - Strategic Planning
 - Team Building
 - Professional Development
 - Lean Six Sigma/Kaizen
 - Facilitation
 - Change Management

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Contact Information


Lesya Adeboye', CDC Program Director/OSTLTS PM
 (404) 678-230-6090, ladeboye@axiom-corp.com

Roger A. House, President and CEO
 (404) 849-0664, rahouse@axiom-corp.com

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Other CDC Current Projects		
Project Name	CDC Customer	Project Tasks
Program Support to the CSELS/SEDPDPO/BMA	Center for Surveillance, Epidemiology, and Laboratory Services (CSELS)	<ul style="list-style-type: none"> • Program Support Functions • Coordination Activities
Support for NCBDDD, Freedom of Information Act/Congressional Oversight Authority/Privacy Act (FOIA/COA/PA)	National Center for Birth Defects and Developmental Disabilities (NCBDDD), Office of Policy Planning and Evaluation (OPPE)	<ul style="list-style-type: none"> • FOIA/COA/PA Intake and Tracking • Analysis and Redaction • FOIA/COA/PA Response Summarization Process
OPHPR Promotion of CDC Emergency Preparedness Materials Promotion	Office of Emergency Preparedness and Response (OPHPR), Communications Office (CO)	<ul style="list-style-type: none"> • Communication Planning • Product Development • Implementation of Product Promotion
Usability Testing of CDC HIV Websites	Division of HIV/AIDS Prevention (DHAP), Prevention Communications Branch (PCB)	<ul style="list-style-type: none"> • Project Management • Website Usability Testing Plan • Website Usability Testing

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Thank You

Axiom Corporation
 425 Mabry Place NE
 Atlanta, GA 30319
 (404) 995-8880
www.axiom-corp.com