

# Aaniie Accelerates User Adoption of Industry-Leading Home Care Platform with Comprehensive Learning Center Expansion

*Aaniie, the #1 caregiver platform and leading home care software provider, elevates the customer experience with an unparalleled commitment to customer success.*



EAU CLAIRE, WI, UNITED STATES, July

31, 2024 /EINPresswire.com/ -- Aaniie, Inc., the leading workforce management care platform for home care services, is pleased to announce the release of an expanded Aaniie Learning Center to further enhance its commitment to customer service across the home care, senior living, and childcare markets.

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*Robert Smith, Aaniie COO*

From its foundation as Smartcare Software, Aaniie's innovative market leadership in the home care industry has been spurred by an unparalleled commitment to customer success, achieving the industry's highest Net Promoter Score (NPS) with a “pick-up the phone when customers call” philosophy. Now, Aaniie extends this philosophy with an expanded suite of in-app tools to further enhance the user journey.

Using deep Subject Matter Expert (SME) knowledge and leading customer feedback, Aaniie's Innovation Team has enhanced the comprehensive, in-app Learning Center with direct knowledge content, how-to videos, expert tips, and proven workflow recommendations - all integrated directly into the program for seamless adoption.

Along with the Learning Center, an all-new self-serve knowledge base and monthly masterclass webinar series are designed to deepen user engagement and adoption of the home care platform. These tools not only ensure seamless adoption but also support ongoing new-employee onboarding for staff changes and business growth.

“While many other platforms ignore customer support, Aaniie's mission is to have the best

support in the market,” explains Robert Smith, Aaniie's COO. “Two years ago, we invested heavily in customer success with a commitment to having real conversations with every customer — enabling, informing, and empowering them to deliver care with operational efficiency. I’m so proud of the Aaniie team — It makes all the difference with our customers.”

Aaniie's multi-award-winning Customer Support and Innovation Teams are dedicated to helping users thrive. By leveraging the power of human relationships and human-centered design, Aaniie’s support approach ensures a personalized experience in which each customer feels heard and cared for. The expanded Aaniie Learning Center further supports the user journey with comprehensive learning tools and master-class webinars designed to optimize workflow adoption and user success.

For more information about Aaniie, visit [aaniie.com](https://aaniie.com)

#### About Aaniie, Inc.

Headquartered in Eau Claire, WI, Aaniie is the developer of a complete SaaS caregiver workforce management and point-of-care platform with transformative technologies to support the future of care in the home across the continuum of life – from childcare to senior care.

Aaniie's sophisticated connected technologies and advanced proactive analytics produce better patient outcomes, simplify back-office functions, and drive higher profitability for providers. By leveraging emerging technologies like gamification and advanced automation, Aaniie is solving home and community-based care's staffing and retention crises while providing a superior user and client experience.

Aaniie's solutions drive the best practices in care while increasing the engagement of caregivers, clients, and family members – leading to improved outcomes and increased satisfaction.



Aaniie's customer support team is committed to empowering providers to deliver optimal care.



Aaniie’s Learning Center enhances user adoption with direct knowledge content, how-to videos, expert tips, and proven workflow recommendations.

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