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-- Design the future with wonderful company #2
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Cassius Rhue, VP of Customer Experience at SIOS Technology Corp.

Cassius Rhue, VP of customer experience at SIOS Technology Corp. We asked him about the things he is mindful of for creating a better workplace and his future vision.

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- What is SIOS Technology Corp. (STC) doing to help its customers and partners realize their dreams and goals?

Cassius: In terms of Quality Assurance (QA) and Customer Experience (CX), it is about improving the solutions we provide from the perspective of our customers and partners. Therefore, communication with customers and partners is critically important. How customers use our products, how users use them and what their needs are, especially those for which we are not yet aware of, are important clues to how and where we need to improve and develop our products and to lead our engineers to innovative technologies.

At STC, we are creating opportunities to actively improve communication between departments. For example, teams such as CX and development regularly have meetings within the company. We also have sessions where the CX team and sales team exchange opinions from both customer and sales perspectives, actively striving to share knowledge and improve outcomes.

The Importance of "Designing Experiences"

- What are you focusing on to make the workplace better?

Cassius: We are making various efforts to create opportunities for dialogue. I call it "designing the experience" . For example, one of our efforts to design the experience is to create opportunities for employees to interact with each other.

In our early days we would host Friday Beer Bash events every Friday and pizza parties. Today we do not have the same Beer Bash events, but we have other events. In addition to the quarterly all-hands meeting for all, we host monthly lunches that anyone can attend and other Fun Committee Events. Before the office moved to Columbia, I used to play basketball with my colleagues at a nearby gymnasium during our lunch break. It was a good change of pace and a wonderful way to strengthen team unity. Since the office relocation, we no longer play basketball because there is no gym nearby, but we now play card games such as UNO on Wednesdays and Fridays when more of the team is in the office.

We can get to know each other more deeply by talking about what challenges we face daily, what experiences have impressed us recently, what we want to be in the future, and many other things. Someday, I would like to have a meeting where all STC and SIOS technology, Inc. can gather and discuss together. Hawaii might be a good place to meet in the middle.

As organizations grow larger, communication inevitably becomes more difficult, but it is important to keep trying to interact with each other. We should not give up immediately because things are not going well. Eighty percent of the business ideas that come out of communication will be difficult to implement, but it is important to keep producing ideas one after another. Wouldn't it be great if it works out? If you keep going little by little in this way, you will see a different view. It is important to question whether it is your own way of thinking that sets the limits of your challenges.

Thinking about the future of the SIOS Group

- What is Cassius' vision for your future work?

Cassius: I believe SIOS will have a great future ahead of us. This is true for our products and solutions, our colleagues, and it is also true for the future vision of our clients and partners. Together with the many wonderful colleagues at the SIOS Group, I believe we have a great opportunity to support our customers and partners and help them realize their dreams and goals through our products and services. By doing so, I believe we will create a virtuous cycle in which we also grow and have more opportunities to take on challenges in new business areas.