



AXIOM

POWERED BY JMT CONSULTING

EXPERTS IN CEMETERY SOFTWARE
AND MAPPING SOLUTIONS



GATE OF HEAVEN CEMETERY

Archdiocese of Cincinnati

Gate of Heaven Cemetery is a full-service cemetery owned and operated by the Roman Catholic Archdiocese of Cincinnati assisting with burial arrangements during very difficult times. They approached Axiom with unique challenges. They required reliable technology, a system that updates in real-time to equip the sales team with the ability to meet with people wherever they are comfortable, and software that understands their unique accounting process when selling future burial packages.



Gate of Heaven, as a member of The Catholic Cemetery Conference, joins in the mission to carry out the sacred religious function of burial and to care for the resting places of the deceased members of the church. They believe in sharing the faith Catholics have lived throughout their lives.



Axiom provided effective solutions:



Fully automated CRM that connects seamlessly with multiple departments, including sales and accounting.



An integrated system that eliminated duplicate processes saving countless hours for the Gate of Heaven staff.



Drastically reduced reliance on paper as Gate of Heaven actively works towards a fully electronic process, accessing all documents and reports almost instantly – anytime, anywhere.



Initial Challenges/Problem Details

Gate of Heaven was utilizing cemetery software that was no longer meeting the needs of the organization. Since the system was not fully integrated, Gate of Heaven's small staff was forced to deal with several frustrating aspects of their system:

- Lack of integration
- Inconsistent data
- Duplication of efforts
- Unnecessary hurdles

When they realized their software was no longer serving them or the future of their operations, they began searching for a solution with the features and capabilities they had identified as crucial to the success of Gate of Heaven: fully integrated (including accounting) with a large US presence and scalable solutions for changing times.

High-Level Solutions

Gate of Heaven was drawn to Axiom Business Solutions (before it was acquired by JMT) after an extensive review of competitor products. While the Axiom Business Solutions product was meeting their needs at a surface level, there was much more to be done to make Axiom the ultimate software provider for cemeteries.

Axiom was acquired by JMT Consulting, a mission-driven software consultant and provider, in 2020 – enabling Axiom's solutions to reach their full potential by implementing improvements already familiar to JMT, but unknown to the cemetery industry.

JMT designed crucial, customized options that were engineered exclusively for Gate of Heaven that have had a significant positive impact on revenue, and reduced employee burnout – both critical metrics to the organization.



"The Axiom team listened to our feedback and helped us learn the nuances of the system. The system is highly integrated and it does a ton of things, so it's not simple to get your hands around the whole thing, if you will. So over time, they've worked with us to make adjustments to make it more suitable for our day-to-day operations. And here's the big kicker for me, especially since JMT has gotten involved, they're invested in working with us and others to achieve a state-of-the-art cemetery management experience. They're working very hard with the users also to make sure that this is the best possible product out there."

– Martin Boswell, Controller



AXIOM

POWERED BY JMT CONSULTING

EXPERTS IN CEMETERY SOFTWARE
AND MAPPING SOLUTIONS



**GATE OF HEAVEN
CEMETERY**
Archdiocese of Cincinnati