

In a Galaxy Far, Far Away...

Galaxy 1 Marketing is based in Bettendorf, Iowa, and is one of the largest Dish subcontractors in the country. With offices in Iowa, Illinois, Michigan, Missouri, Colorado, and Massachusetts, Galaxy serves over 300 Dish customers per day.

WHY PIXSYS

Prior to engaging Pixsys, Galaxy was using an aging software platform that had reached end-of-life. As the Galaxy team searched for a new solution, they focused primarily on inventory, dispatching, and back-office functionality.

- ★ How did you hear about Pixsys?
 - “We first heard about Pixsys from a friend at Dish. As we inquired further, we realized that it was **already proven in both the RSP and Subcontractor world.**” (Brian Fickel, VP Field Support Services)
- ★ What attracted you to Pixsys?
 - “During our first demo, we quickly realized that Pixsys was **more powerful and comprehensive** than the software we were currently using.” (Dennis Voss, President)
 - “We heard about the success that other companies have had and we wanted to **benefit from best practices and better tools** that Pixsys offered.” (Brian Fickel, VP Field Support Services)
- ★ What benefits did you expect to

get from Pixsys?

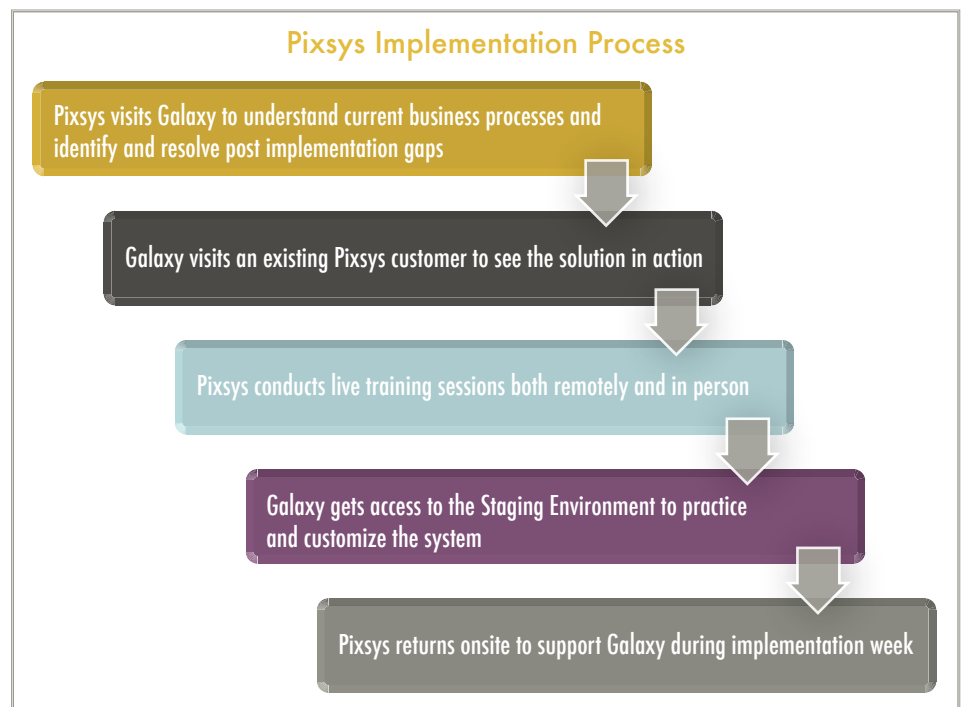
- “We wanted the same **back office savings** that other customers have enjoyed. We also liked Pixsys’ approach to dispatch and inventory control.” (Marcia Voss, Treasurer)
- “The way Pixsys managed inventory and automated the RA process was going to **save Galaxy a lot of money.**” (Brian Fickel, VP Field Support Services)
- ★ Why did you pick Pixsys over your existing software?
 - “We trusted the Pixsys team and had a great relationship with the founders. Pixsys had a **proven track record of supporting great performing companies.**” (Dennis Voss, President)

- “Feature-wise, Pixsys was **way ahead of the competition and had better integration with Dish.** Having everything in real-time and all in one system was very appealing to us.” (Brian Fickel, VP Field Support Services)

IMPLEMENTATION

The Challenge: Galaxy has a fixed five-week timeline to implement the new solution. During this time, Pixsys needs to train users, configure the new system, and import a large amount of data (work orders, inventory, personnel, etc.).

The Solution: Using the proven Pixsys Implementation Process, the companies teamed together for a successful launch that finished one week



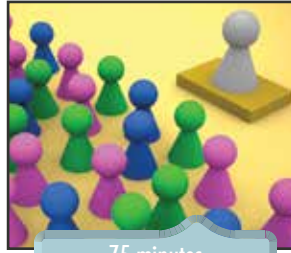
Time Savings by Department



30 minutes
per tech/day



75% less call volume,
50% less staff



75 minutes
per manager/day

ahead of schedule. The entire process involved 3 trips (2 by Pixsys, 1 by Galaxy), 22 total hours of training, and 40 hours of onsite support during implementation week.

COST SAVINGS

“Our Pixsys solution has more than paid for itself. We have **saved over \$200K per year on labor costs alone.**” (*Marcia Voss, Treasurer*)

Galaxy realized cost savings in multiple departments: technicians, dispatch, and field management. Pixsys allowed employees to get more of their workday back, which helped them become more efficient, thus decreasing operating expenses for the company.

In the call center, Pixsys was able to eliminate unnecessary phone calls with its technician friendly web portal. Designed as a self-service portal, technicians no longer needed to wait on hold to perform basic functions. Technicians were able to status and add inventory to work orders by themselves as well as look up work order information and payroll details. The result was time savings for both the technician and the call center agent.

Galaxy’s field offices tend to run with very little overhead, meaning the branch managers have to do a little bit of everything. Pixsys was

able to dramatically reduce the amount of time that managers spent handling inventory and applying for RAs, allowing them to concentrate on managing technician performance in the field.

IN CONCLUSION

“We are very happy with our decision to switch to Pixsys. The software has given us insight into our business that we previously lacked. The Pixsys team has been terrific and **I highly recommend Pixsys to any Dish subcontractor.**” (*Brian Fickel, VP Field Support Services*)

One year after implementation, Galaxy has achieved best in class performance in several key metrics and improved its bottom line.