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Team Summit Recap

Thanks to so many of our customers and friends from Dish Network for joining us at our Customer Appreciation Event at Boudro's Texas Bistro during Team Summit. It was great to see so many of you, and we appreciate your taking the time to stop by. This will be a tough act to follow at Team Summit 2014, but we will do our best. We are in the early stages of planning another Customer Appreciation Event and also plan on hosting several educational and training sessions for existing customers at Team Summit 2014. ★



Pixsys Moves to Amazon Web Services

As you read this, Pixsys is in the process of completing its move to Amazon Web Services as its hosting solution. In the past, Pixsys relied upon a regional hosting company and self-hosting. While our old hosting solution offered robust backups and disaster recovery, our research found that Amazon Web Services offers even greater up-time and redundancy.

This move should be seamless for our customers, and you do not need to take any action unless you are specifically contacted by Pixsys customer service. While we are making a significant investment in this transition, this is all part of our ongoing effort to make sure Pixsys is always there for our customers when you need us! ★



Welcome Robert Harris to the Pixsys Development Team

Pixsys is pleased to welcome Robert Harris to the Pixsys Development Team. Robert is a 2013 graduate of Purdue University, where he posted a 3.89 GPA in Computer Engineering while spending three years on the varsity football team as a walk-on kicker. Robert is a native of Columbia, Tennessee, and is an Eagle Scout. Before joining Pixsys, Robert interned in Sunnyvale, California at AMD. We are excited to have such a talented individual join our team! ★



Robert Harris, New Development Team Member for Pixsys



Current Development Pipeline and Future Product Plans

In our May newsletter, we promised that we would launch the following new features in June: Comet, the Pixsys mobile app; support for the AC3 metric being rolled out by Dish to the RSP community; a new Booking Profiles tool; and several additional work order management tools. We are pleased to have met this commitment and appreciate the positive feedback we are receiving from customers.

In July, we surveyed you, our customers, to see what features and improvements you would like to see from Pixsys. Over 90% of our customers participated, and your responses drove the development calendar laid out below. Please keep your suggestions coming as we will be doing another survey late this year, and the contents of that survey will be driven by your suggestions.

September 19 Release—Our September release will primarily focus on a significant improvement of the Pixsys Retail Module and upgrades to Comet that were requested by customers. Work on the Retail Module will include Dish promotion reporting, Service Agreement status tracking, better customer information visibility and editing, activation reporting for referrals, residual payment reporting by location, improvements to the presentation of the retail sales overlay, updates to resell equipment functionality, and a number of other improvements. Comet improvements will include the ability to add Account

Notes and the ability to perform work order clock out in Comet. In addition, we will add a Smart Home Services detail report to Pixsys in the September 19 release.

November Release—Our November release will include many of the most popular items from our recent customer survey. These will include a daily dashboard (showing DAR, number of completions, TC 12 creations, and TC on TC creations for the current day), an aging receiver report, ETA inventory upload automation, the ability to import the utilized equipment report into Pixsys, the ability to confirm the connectivity code via Set Top Box Health service, and many other features.

December Release—Our December release will complete our response to the customer survey. New functionality will include a Bonus Dashboard that shows all Dish bonus metrics for the current month in one place, improved TC 12 reporting to allow viewing by technician/team/office/region, improved CSAT reporting, addition of Internal Wireless and Hopper w/Sling to the connectivity classifications, and allowing the setup of recurring charges and payments to technician payroll. In addition, we will roll out a number of “smaller” improvements that were rated highly by our customers in our recent survey. ★



Congratulations to Pixsys RSP Football Winners!

Pixsys would like to congratulate all of its RSP customers who were awarded footballs for high performance at Team Summit 2013:

Blue Sky

KCI Satellite

Prime Service Center

Satellites Unlimited

See World

VIA

Congratulations!

Welcome New Customers!

Pixsys is pleased to welcome the following new customers who have “gone live” with Pixsys since our last newsletter:

Prime Service Center

Microcom

Sat Country

Welcome to the Pixsys family! ★



As always, if you need service or support, e-mail us at support@pixsystechnologies.com 24 hours a day to reach the customer service team. Your service request will be immediately assigned to a Pixsys team member, and you will get an update within one business day.