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### Pixsys Technologies Launches New Website

Pixsys Technologies is pleased to announce the launch of its new public website, [www.pixsystechnologies.com](http://www.pixsystechnologies.com). On our website, you will find updates and news on new and upcoming Pixsys features, contact information, and information on our software. Between now and the end of 2013, we will begin posting answers to frequently asked customer questions and training materials to the website. Please visit our website and let us know what you think! ★



### Getting the Most Out of Pixsys Assessment Testing

Several Pixsys customers make heavy use of our assessment testing solution to assist in streamlining the tech hiring process while increasing the accuracy of hiring decisions. This solution integrates into Pixsys to help screen out unqualified candidates at the very beginning of the hiring process, saving recruiter time and money. Our customers have also found that using this testing solution improves the quality of new hires and reduces turnover—and that by reducing TC60s through better hiring puts money in your pocket. On our new website you will find an article

from Andy Goldblatt, Satellites Unlimited Vice President of Talent, describing how he uses Pixsys Assessment Testing to save money and time and improve the quality of his tech force. Pixsys Assessment Testing was designed specifically with the Dish tech force in mind and is available to Pixsys customers for a small additional charge. (less than or equal to the cost of other tests commonly used by members of the Dish community) Please reach out to Pixsys customer service if you are interested in exploring how Pixsys Assessment Testing can make your business better. ★



### Welcome John Fiori as Pixsys VP of Sales // Sandra Plylar, Customer Service Team



John Fiori, New Vice-President of Sales for Pixsys

Pixsys is very excited to welcome John Fiori to the Pixsys team as Vice President of Sales, effective May 13, 2013. John joins us from PPC, where he worked closely with many members of the Dish community. John is married with three young children, and lives in Syracuse, NY. In the past, all of our sales have occurred strictly through word of mouth—with John on board we look forward to welcoming even more members of the Dish installation and service community to the Pixsys family!

Pixsys is committed to continuing to improve our customer service experience. As part of this, we are pleased to add Sandra Plylar to the customer service team as a Technical Account Manager. Sandra joins us from Satellites Unlimited, where she worked in the accounting and recon team and was a Pixsys customer. With this background, she is equipped to understand Pixsys customers' needs and provide the service our customers deserve. ★



## Current Development Pipeline and Future Product Plans

At Pixsys, we are always looking to make our product better and provide more value to you. As part of this, our industry-leading programming team is hard at work on a series of new features that we will launch in late June. These features include:

**“Comet”**—Pixsys’ new mobile application, provided free to our customers. This application makes it easier for your techs to use Pixsys from their tablet or mobile device. Not only have the navigation and screen layout been designed with the mobile tablet in mind but data transfer has been optimized to increase upload and download speed and keep your techs moving. We’ve also added a great new feature not found on the existing Pixsys tech website, the Metrics Dashboard. The Metrics Dashboard allows users to review their metrics from the last six scorecards and understand both details and trends of their individual performance. It is all about helping techs perform at the highest possible level so they make more money and you make more money. Comet is currently being beta tested at Satellites Unlimited and will be rolled out to all Pixsys customers in late June.

**New DNS Metric**—Dish is rolling out a new core metric called AC3 which may become one of the core metrics that our customers are measured and bonused on by Dish. We are working closely with our

customers to understand this metric and to roll it out as part of Pixsys in late June so you can adapt as quickly as possible to the demands of this metric.

**Booking Profiles**—In order to continue to align our product well with Dish, this tool will provide a real-time measurement of the percentage of work that is created on a specific day vs. the number of days until the work is scheduled. In other words, it is the time difference between the create date and the original schedule date. This will look very similar to the booking trends report provided by DNS Analytics.

**Additional Work Order Management Tools**—Suggested by one of our customers, these tools will allow users to create follow-up activities that are associated to work orders and assign those activities to other users throughout the Pixsys system.

After we roll out these new features in late June, we will be surveying our customers to help us decide which new features to work on next. The customer service team keeps a log of new feature requests that we will use to pick potential new features to put in the survey. Please keep the suggestions and feedback coming, as that is how we make sure Pixsys continues to offer the best software product to the Dish installation and service community. ★



## Welcome New Customers!



ACS, (Roanoke, Virginia) New Pixsys Customer as of April 2013

Pixsys continues to welcome new customers to our family. In the last few months, we have added the following members of the Dish community to our growing customer base:

**ACS**

**KCI Satellite**

**Lefar Camera & Video Clinic**

**Stockton Telecom** ★



*As always, if you need service or support, e-mail us at [support@pixsystechnologies.com](mailto: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.*