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PIXSYS CONTACTS

General Information

www.pixsystechnologies.com

Help Desk

support@pixsystechnologies.com

Info on Pixsys Assessment Testing

john.sentilles@pixsystechnologies.com

Sales

john.fiori@pixsystechnologies.com



Pixsys Responds to New Dish Metrics

Pixsys is busy responding to recently announced changes in Dish's metrics for 2014. In December, we will make the significant adjustments that are needed to prepare for Dish's rollout of the Repair 12 and Hopper IP metrics, as well as adjusting to changes in how other metrics are calculated.

In addition, we continue to work through the new features that you, our customers, requested in our July survey. As many of you know from participating in our recent training calls, in November we released many of

these features, including auto-reconcile from lost inventory and accompanying report, the addition of hardware invoice item rules to assist in recon, connectivity code validation, the on-demand scorecard, and improvements to our scorecard metrics.

Early in 2014, we will complete the tasks identified by our customers in the July 2013 survey, and we will be surveying you to refill our development pipeline and to make sure we are working on the new features and improvements that are most important to you. ★



Welcome Stan McDuffie to the Pixsys Support Team

Stan McDuffie has joined Pixsys as Director of Customer Experience. In that role, he will coordinate the activities of the Pixsys service team to ensure quick and accurate responses to customer questions, feedback, and problems.

Stan has more than 15 years of experience in the development, delivery, and support of consumer and business-to-business technology. He began his career by serving in a number of roles at MedMined and CareFusion, including sales, strategy, product management, and outcomes analysis for a solution designed to automate the surveillance of healthcare-associated

infections. He also held the role of product manager at MEDSEEK, where he led a team of analysts focused on researching and defining consumer and employee/staff portals within an enterprise eHealth solution. Most recently, he served as Director of Business Development for VIPAAR, a novel technology designed for remote interactive presence and support for the healthcare and field service markets.

Stan earned his bachelor's degree from Birmingham-Southern College and a Master's degree from the University of Alabama at Birmingham (UAB). Stan is married with a 3-year-old son. ★



Stan McDuffie, New Support Team Member for Pixsys



Support and Training Plans for 2014

Pixsys is planning to devote significant effort in the rest of 2013 and in 2014 to improve our training and documentation. This is something that many of our customers have requested. New items that you will see immediately include monthly training calls on topics of interest to our customers.

Early in 2014, we will start posting training videos to the support portal. We plan to host a repeat of our successful customer service event at

Team Summit and are working with Dish to see if we can offer some training classes at Team Summit.

Later in 2014, we will begin rolling out written manuals for various portions of Pixsys. Thanks to our many customers who have made these suggestions. John Sentilles will be leading these efforts on behalf of Pixsys—please let him know if you have suggestions for topics for training calls or videos. ★



Pixsys Moves to New Headquarters



Pixsys' New Headquarters, Vestavia Hills, Alabama

Pixsys is excited to have moved to new space in Vestavia Hills, Alabama. We are about a 10 minutes' drive from our partner company, Satellites Unlimited, so we still get the benefit of using Satellites Unlimited to test new Pixsys features, but we now have space that is specifically set up for a software company.

Our space includes a “bullpen” for the development team, a designated room for the customer service team, and a break room equipped with Dish Network TV. The new Pixsys

space is also a short walk from a number of restaurants. This is all important to allow us to retain our great existing team and continue to add to our technical team to support you and your business. Please let us know if you are going to be in the Birmingham area, as we would love to show you our new space. ★



Welcome New Customers!

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

- **ABC Hi-Def Communications**
- **Accurate Communications Services**
- **Done Rite Installs**
- **Horizon Satellites**
- **Integrated Electronic Technologies**
- **Intertech Digital Entertainment**

Payroll: Preparing for New Dish Metrics

For those customers who use Pixsys to support payroll, please be thinking about any changes you will want to make to your business rules, and let us know when you want us to make those changes. Thanks in advance for your patience as we support multiple customers making changes. ★



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.