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Pixsys at Team Summit

The Pixsys Team is excited to participate in Team Summit 2014. We're especially excited that all of our team members will be able to make the trip to Nashville from our home office in Vestavia Hills, Alabama, just outside of Birmingham. We will be hosting a number of events during the week, and we hope you're able to join us.

On Wednesday evening, May 14, we celebrate the most important component of our business: YOU! Pixsys will host our Customer Appreciation event in the main lobby of the Schermerhorn Symphony Center in downtown Nashville. We will enjoy heavy hors d'oeuvres and great company from 6-8 p.m. Attire is casual

to business casual.

We will also hold multiple training sessions in the Ryman Ballroom 2 of the Hilton Nashville Downtown. Please join us for as many sessions as you like:

Tuesday, May 13

- **1:00-2:30 p.m.:** Recruiting & Assessment Testing, Retail Sales, What's New with Pixsys
- **2:45-4:15 p.m.:** Scorecards & Performance Management, Comet

Wednesday, May 14

- **8:00-9:30 a.m.:** Scorecards & Performance Management, Comet
- **9:45-11:15 a.m.:** Recruiting & Assessment Testing, Retail Sales, What's New with Pixsys

Upcoming Pixsys Training Sessions

Pixsys continues to offer monthly virtual training sessions on major topics of interests. So far in 2014, we have covered Retail Sales, Recon, and RAs. We will be addressing new topics as well as revisiting and expanding on major themes.

We have tentatively scheduled our training calendar through the Summer. Please let us know if you have a particular topic or module that you'd like us to address in an upcoming month:

- May – Human Resources and Recruiting
- June – Comet
- July – Retail
- August – Inventory ★



Welcome New Customers!

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

Digital Reception Services (DRS) ★



Making Your Business More Effective with Pixsys Assessment Testing

The goal of Pixsys Assessment Testing is to help you streamline your hiring process while increasing the accuracy of your hiring decisions. By using these tools early in the hiring process, you can quickly reduce the size of your candidate pool before investing in interviews, physical ability tests, and background checks—all while increasing the quality of the candidate.

During our research phase, approximately 200 technicians completed the online pre-employment test. Results indicated that the test predicted effective job performance for Satellite Technicians. Exploring the cost savings associated with non-revenue generating visits to customer homes,

commonly called TC60, the evidence suggests significant impact:

- New hires scoring an A or B are expected to have 15 fewer TC60s than new hires who score a C
- Average savings of \$978 per tech
- 3760 fewer TC60s annually per 250 new hires
- \$244,400 annual cost savings per 250 new hires if you only hired A or B candidates

Pixsys Assessment Testing is available to Pixsys customers for a small additional charge. Please contact the Pixsys Customer Experience team if you are interested in exploring how Pixsys Assessment Testing can help improve the quality of your technician workforce. ★



Welcome John Stanford to the Pixsys Development Team



John Stanford, New Development Team Member for Pixsys

John Stanford has joined Pixsys as a Software Developer. In conjunction with his responsibilities in software engineering, John will work to streamline the quality assurance component of our software development.

John comes to Pixsys from gh, LLC where he spent 10 years developing software solutions that offered support for people with visual impairment in tasks ranging from reading books to taking standardized tests. He often describes his previous work as, “Writing graphical user interfaces for people who can’t see them.”

John earned his bachelor’s degree in Computer Science from DePauw University with honors. A native of Birmingham, Alabama, he is happy to be returning after many much-too-cold winters spent in Indiana. He is married and has recently become the father of a baby boy. ★



Development Report

The Pixsys Development Team, under the leadership of Chief Technology Officer Eric Sides, has been hard at work in the first quarter of 2014. We have delivered a number of new features to comply with changes from Dish, as well as new features from the Development Survey:

- RA Automation transition to the Retail Care Site
- On Time Arrival Import/Reporting
- Repair 12/30/60 Metric and Reporting
- New Smart Home Services Sales Per Work Order Metric

The Pixsys Customer Experience team also works closely with Development to address incoming requests and improvements to our software. Many requests can have broad impact on the system, and must be carefully reviewed by our software engineers. We seek to include the most business-critical requests in upcoming releases. In some instances, we will review requests for inclusion on our Development Surveys in order to gauge their value for all clients. We appreciate your patience as we strive to deliver a product that addresses your business needs while offering a timely response to service tickets and feature requests. ★



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.