

IN THIS ISSUE



FEATURED

Net Promoter Survey



AT THE FOREFRONT

Pixsys University

Upcoming Pixsys Training Sessions



DOWN THE PIPELINE

Development Report



ON OUR TEAM

Welcome Robert Smyly to the Pixsys Development Team



WITH OUR CUSTOMERS

Welcome New Customers!



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



Net Promoter Survey

As a DISH Partner, you are acutely aware of the importance of performance metrics. At Pixsys, our single most important performance metric is our Net Promoter Score. We use your responses to our quarterly Net Promoter survey to gauge your satisfaction with our product and service, identify opportunities for process improvement, and determine our progress towards staff performance incentives.

Historically, we receive responses on about 32% of the surveys. In order

to get the most accurate picture of your opinion of Pixsys, we are aiming for a response rate of at least 50% for this survey. Please help us achieve this goal, and more importantly, ensure that your voice is heard.

We will be sending out our quarterly Net Promoter survey next week on Tuesday, September 2. The survey will remain open until Friday, September 12. Please stay tuned for an email with the survey link. It is a *very* short time commitment to complete it, and we sincerely appreciate your feedback. ★



Development Report

The Pixsys Development Team, under the leadership of Chief Technology Officer Eric Sides, has been hard at work through the second 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. These include:

- Added OE install types and sales reports
- Recon for Retail Sales work orders
- Ability to more easily manage non-DISH work orders
- Apply multiple pending charges at once
- Updated RA problem types to match DISH changes
- Added ability to log timesheets entries with a specified time zone

Please let us know if you have interest in utilizing Pixsys for your OE or other retail sales needs.

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. ★



Pixsys University

Pixsys will be hosting the inaugural class of Pixsys University on October 29-30.

This intensive two-day training session will take place at Pixsys headquarters in Birmingham, Alabama. Attendees can expect extensive interaction with Pixsys team members and their peers from across the country. We will cover the most widely used components of Pixsys, including payroll, recon, inventory, and many of the other “blocking and tackling” activities that

comprise the majority of your time spent within our application. We will also have plenty of time for question and answer sessions with our Customer Experience and technical teams.

We will also have visiting speakers from our customers to share ideas on operations and performance management.

Currently, enrollment is closed for this session, but we plan to hold a second class in the spring. Stay tuned for more information!

Upcoming Pixsys Training Sessions

Pixsys continues to offer monthly virtual training sessions on major topics of interest. So far in 2014, we have covered most of the major modules in our platform. **Our next session will focus on our tools and services for Inventory Management, and will be held during the week of September 15.** Please watch for dates coming soon!

As always, please let us know if you have a particular topic or module that you’d like us to address in an upcoming month:

September – Inventory Management

October – Retail

November – User Administration ★



Welcome Robert Smyly to the Pixsys Development Team



Robert Smyly, New Development Team Member for Pixsys

Robert Smyly has joined Pixsys as a Software Developer. He completed his bachelor’s degree in Computer Science from The University of Alabama in May 2014.

Robert is originally from Birmingham. Prior to graduation, he worked in programming for the Athletics Department at the University of Alabama on rewards programs for athletic event attendance and wrote a number of scorekeeping applications for Alabama’s national championship gymnastics teams.

Robert is a licensed pilot. He also enjoys skydiving from airplanes when other people are flying them. ★



Welcome New Customers!

We are excited to welcome the following new customers who have chosen Pixsys as their business management platform since our last newsletter:

Advanced Media

Installations

Associated Installation

Group Satellite Services

Coamo Satellite Service

Dish Country

Don-Lors Electronics

Northwest Satellite ★



*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.