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A Pixsys U Success!

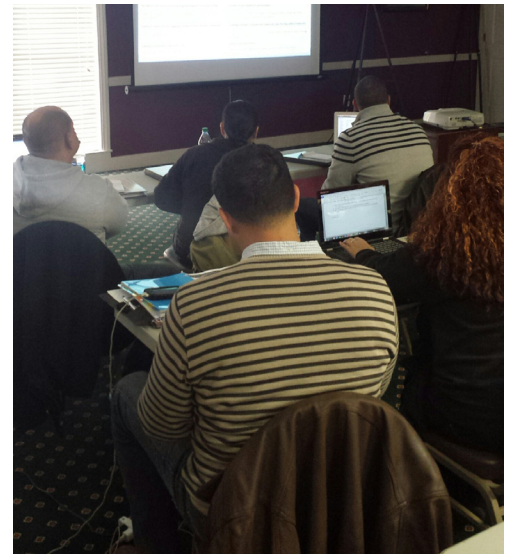
EXTRA! EXTRA! READ ALL ABOUT THE FIRST PIXSYS U OF 2015!

Participants from as far as Puerto Rico and Alaska traveled to Birmingham, Alabama, to take part in our second-ever Pixsys University. First-class service was delivered as each attendee was provided with comfortable lodging, chauffeured transportation, fine BBQ, and most importantly, a top-notch learning experience. The expectations were high, and every member of our staff worked tirelessly in making sure the experience and education that each participant received was unforgettable.

This year's event was designed to cater to the needs of our clients. The sessions focused on the modules most used within our community (e.g., Inventory Management, Retail Sales, Recon, and Payroll). Every lesson was delivered in an open-discussion forum which supported the sharing of ideas and best practices. At the conclusion of each night, we gathered to socialize and network at some of Birmingham's most popular restaurants.

On the second day, over 80% of our participants traveled to the Satellites Unlimited Bessemer Field Office to observe tangible practices in Tech Inventory Management. The staff and technicians on site were knowledgeable, courteous, and professional, leaving the group with a feeling of satisfaction in spite of the early morning start!

Stay on the lookout for a 'Save the Date' invitation, as we hope you will make it a top priority to join our next Pixsys University event in the fall! ★



Pixsys customers enjoyed a 2-day training and networking experience in Birmingham, Alabama



Welcome Marcus Jones to the Pixsys Support Team

The most recent change made to our support team was in the hire of Marcus Jones, where he joins the group as our new Director of Customer Experience. His experience as a Technician, Trainer, Resource Manager, and Routing/Calendar Manager, exposed him to Pixsys early on his career. His contribution to the team will further enhance the group's performance in delivering exceptional customer support. ★



Upcoming Pixsys Training Sessions

It remains our primary focus to leverage the overall operations of our clients' business by introducing a variety of educational material in relation to our product. This means our commitment to improving the educational channels we have famously adopted and largely depend on remains a top priority. As such, we will continue to offer our virtual training session(s) 2x per month. The topics will cover a variety of material that our customers feel play a significant role in their associated tasks.

March Training Sessions

We will host two training sessions in the month of March.

- *March 12-15—Comet:* This session will cover the basic components associated with this tool (e.g., log in/out process, processing RA's, adding equipment, WO start/closure, etc.). Participants will learn how to effectively and efficiently navigate through the system when performing these tasks through our virtual environment.
- *March 27, 30—Recon:* This session will review the key elements associated with the module (i.e., Common Recon Tasks, Equipment and Labor Recon, RA Recon, Reporting, etc.). The instructor will provide tips and suggestions to a variety of activities which are routinely exercised in your daily equipment/labor transactions.

As always, please let us know if you have a particular topic or module that you'd like us to address in an upcoming training session. ★

Pixsys Customer Support

PIXSYS FEATURE REQUESTS

We understand that each of our customers would like to see certain enhancements to Pixsys that would support the custom conditions of their environment. And while we share in the desire to meet these requests, the timeline for completing them varies based on the complexity of the ticket and the order in which it was received.

Because we supply a commercial product that works in conjunction with our Dish Network Partner, there are certain requests which are lobbied for in our annual "Feature Request Survey." We apply this strategy because the option of implementing such a request would affect every customer and the potential configuration with our host partner.

Unfortunately, it is extremely difficult to time stamp every ticket. As a result, feature request tickets are typically logged as the following:

- **Kanban**—This is considered our short-term development queue. Tickets assigned to this list are completed on a monthly basis and are published in our Release notes.
- **Backlog**—This is considered our long-term development queue. Tickets assigned to this list receive no time stamp. The date for completing the ticket is largely undetermined due to the aforementioned dynamics.

CUSTOMER SUPPORT SURVEY

We would like to thank everyone who participated in our latest Customer Service Survey. Your feedback is an important part of our employee incentive program and drives our future behavior.

If you were unable to participate in the previous survey, please send your email address to marcus.jones@pixsystechnologies.com and an invitation from our survey administrator "Survey



Welcome New Customers!

We would like to officially welcome CJ's Satellite to the Pixsys Customer Family. CJ's is a family-owned and operated business based out of Harrison, Arkansas. With over a 118 employees, the company continues to experience year-to-year growth in their business servicing the Grand Island, Hastings, Kearney, Ord, and Lexington areas. We are extremely excited to partner with them. Welcome aboard! ★

Monkey" will be forwarded to you.

PIXSYS VIDEO LIBRARY

The Pixsys Video Library is a tool to provide both visual and audio training material to our clients. The tutorial material is uploaded to Pixsys Freshdesk on a monthly basis and can be located under the 'solutions' tab.

Downloaded topics are as follows: work order logout process, labor rules management, creating RA items, receiver research, collecting RAs.

PIXSYS FAQs

FAQs (frequently asked questions) are a highly visible section located in Pixsys Freshdesk. The information posted serves to provide upfront responses that can assist in efficiently resolving a variety of issues. Newest content includes assigning tech codes, problems importing reports into Pixsys, and Pixsys login error. ★



Development Report

The development team is tasked with maintaining and improving the Pixsys product. The updates (releases) they implement are completed on a monthly basis with a virtual training session scheduled shortly after.

Improvements and new features in the December and February releases are as follows:

Month of December

- Retroactive pay level changes for technician's payroll
- Access to Dish Work Order/

Account pages from the Work Order details page

- Changes to the Dish Work Order Details Page (Econnect Portal)
- Additional job tracking Permissions (subcontractor level)
- Part number has been added to the Purchase Order Details
- Customer Account Summary Module
- Work Order Payroll level details
- Retail Sales Recon Details
- Equipment/Labor Recon

Summary: Search for Hardware/Labor Invoice items

Month of February

- Changes to support Econnect Tech Code retirement
- Changes to exclude pole mount work orders from AC metrics
- New Trend Reporting Module supporting CSAT, R12, AC3, DAR, Completion%, IP, Units per Hour/Day, OTA
- Improved inventory module support for vehicles ★



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.