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PIXSYS CONTACTS

General Information

www.pixsystechnologies.com

Help Desk

support@pixsystechnologies.com

Info on Pixsys Assessment Testing

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Sales

john.fiori@pixsystechnologies.com



Upcoming Pixsys Training Sessions

The training calls scheduled for the month of May will focus on the Site Menu Redesign that will be released between May 18th and May 22nd. The menu will be completely reformatted and reorganized so that users can quickly locate the pages that they need with minimal effort. A 'Search' option along with a 'Favorites' folder will also

be installed, so be on the lookout for a "Save-the-Date" calendar invitation to preview these changes before they occur.

Dates are as follows:

- May 6th @ 2:00 p.m. (Central time)
- May 7th @ 10:00 a.m. (Central time)

Team Summit 2015

DISH's annual Team Summit Conference is just around the corner, and the Pixsys team will be on site to host several events in accordance with this popular week.

• Pixsys Training Sessions —

Classes will be held on both Wednesday, May 13th, & Thursday, May 14th, from 8:30-11:30 a.m. in the Sheraton Phoenix Downtown Hotel, South Mountain Conference Room. (340 North 3rd Street, Phoenix, AZ 85004)

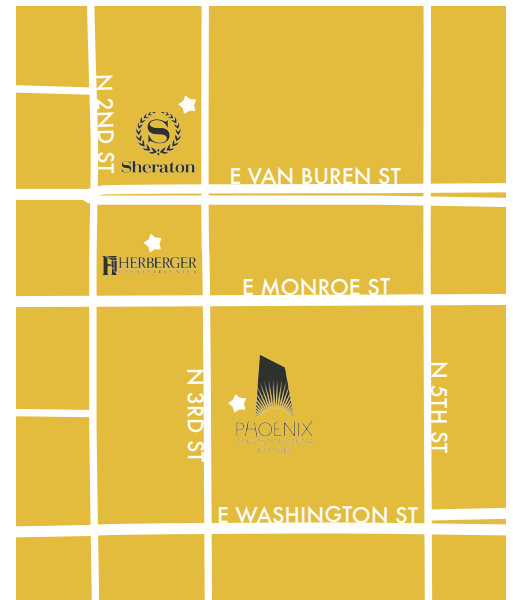
• Pixsys Open House —

The Open House will be hosted by John Fiori (Vice President of Sales) on both Wednesday, May 13th, & Thursday, May 14th, from 1:00-3:00 p.m. in the Sheraton Phoenix Downtown Hotel, South Mountain Conference Room. (340 North 3rd Street, Phoenix, AZ 85004)

• Customer Appreciation Night —

We will host our annual Pixsys Customer Appreciation Night on Thursday, May 14th, from 6:00-8:00 p.m. at the Herberger Theatre Center, Upstairs Art Gallery and Rotunda. (222 East Monroe Street, Phoenix, AZ 85004)

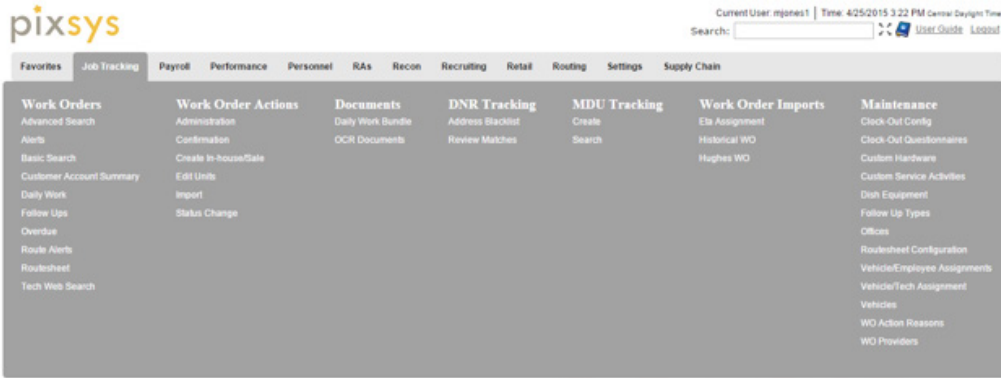
Please let us know if you did not receive an invitation to any of these events by contacting marcus.jones@pixsystechnologies.com, and an invitation will be forwarded to your email. ★





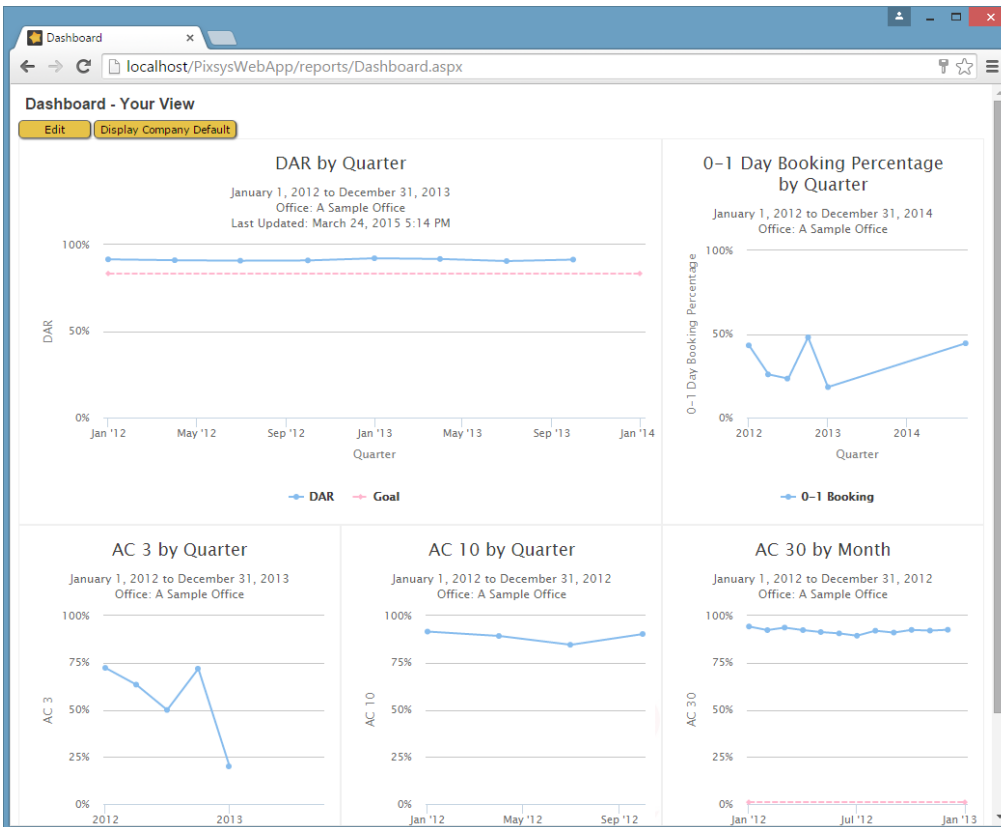
Site Menu Redesign

We are extremely excited about our Site Menu Redesign initiative that will be released the third week of May. The changes will bring improved flexibility, efficiency, and a preferred logical precedence as users navigate through the system. Below is a sneak peek of the layout.



Executive Dashboard

The May release will also showcase our newly developed Executive Dashboard! This single page report provides the user with real-time graphical presentation of their group's performance in selective key performance indicators.



Development Report

Our development team continues to perform a number of enhancements to the application that will raise the level of value it offers to your business. In the recent past, our focus has been on creating new reporting functions that produce charted (graphical) data, extending the search criteria options on a number of pages, and improving the capabilities of our auto-report importer tool.

Improvements and new features in the March and the upcoming May release are as follows:

Month of March

- SHS Import/Reporting
- Inventory Item Changes: Allow them to reconcile on Retail WOs
- Work Order Search Modifications: Additional search criteria and partial matching
- Password Expiration Policy: Passwords expire after 90 days
- Invoice Search: Sales Order Invoice Search Criteria
- Trend Report Enhancements: Subtitle descriptions available

Months of April/May

- Site Menu Redesign
- Executive Dashboard
- Add Plan Name and Customer Account # to Referrer Sales Report
- Add additional performance metrics to Trend Report ★



Q1 Net Promoter Score Survey

We would like to thank everyone who participated in our first Customer Satisfaction Survey of 2015. We value the opportunity to hear from our customers, and we use the feedback as a primary tool for improving our overall product and service. Out of the 60+ participants that took the survey, we recorded a cumulative Net Promoter Score of 68%! This marks the highest score recorded in Pixsys History!

Through our continued hard work

and dedication, we commit ourselves to further improving the level of performance you receive from both our staff and our product.

Thank you!

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 Monkey" will be forwarded to your address. ★



Training and Development

A list of our ongoing training and educational resources are outlined below. Please continue to contact the Pixsys Support Department with any questions/concerns or to schedule a one-on-one session with our support team.

Resource	Best Way to Access
User Manual	Pixsys website (upper right corner)
Customer Service 1 on 1 Education	Submit a ticket or call Sandra/Marcus
Online Videos	Video Library in Pixsys Support Portal
Quick Reference Guides	Quick Reference Guide section in Pixsys Support Portal
Monthly Training Calls	Look for email invitations from Pixsys Customer Support

Welcome New Customers!

We would like to officially welcome Outsource, LLC to the Pixsys customer family. Headquartered in Los Angeles, California, the company has specialized in providing technical resources to a variety of companies within the field service industry since 1988. With 19 locations across the nation, they service over 400 clients per year. We are extremely excited to partner with them. Welcome aboard! ★



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.



Who's Who at Pixsys Technologies: Sandra Plylar



Sandra Plylar, Pixsys Technical Account Manager

Since March of 2013, Sandra Plylar has been the Technical Account Manager here at Pixsys Technologies, Inc. In this role, she serves as the first point of contact on our Customer Support Team, facilitates our customer training sessions, and performs low-level configuration changes as needed.

Sandra's knowledge and experience is derived from her time spent as the PayRoll/Recon Supervisor for Satellites Unlimited, Inc., where she served for over 8 years before joining the Pixsys Team. In her free time, she enjoys camping, hunting, reading, and spending time with her family. ★