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### PIXSYS CONTACTS

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### Pixsys University: October 2015 Session

A group of over 20 Pixsys users traveled to Birmingham, Alabama to take part in our third Pixsys U. The two-day event was hosted at the Robert Trent Jones Golf Resort, where participants had an opportunity to engage in discussion with our support team on a variety of relevant topics. At the start of the second day, we traveled to Satellites Unlimited's Bessemer field office to observe Pixsys in action in Tech Inventory Management.

The Pixsys team rolled out the red carpet to provide southern hospitality. Participants received lodging at the Drury Inn Hotel, were transported from each location on our Executive Shuttle, and received an unforgettable dining experience at some of Birmingham's most authentic restaurants. The feedback we received was most gratifying:

*"I really enjoyed myself. I personally work most in the payroll and recon fields so that was the most beneficial sections for me personally. But I found value in being involved*

*in all categories. I also loved the openness of the Pixsys employees in taking our suggestions. The ability to collaborate with the fellow RSPs and Subcontractors were also very informative."*

**Dana Lamb, Finance Supervisor (VIA)**

*"I think the Pixsys people are some of your greatest strengths. Whether its Marcus or Sandra's presentations or talking with the developers at dinner you have a wonderful team."*

**Donald Lawson, Director of Corporate Operations (DRS)**

We would like to thank everyone who was able to attend our Fall Pixsys University. 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 during March 9-10, 2016.

Please let us know if you did not receive an invitation to this event by contacting [marcus.jones@pixsystechnologies.com](mailto:marcus.jones@pixsystechnologies.com), and we will be sure to add you to our email list.

### A Letter from our Director of Customer Experience

I would like to thank each and every member of our Pixsys Customer family for their support in 2015. Your commitment and trust reinforces the efforts we take in providing our clients with a product that reduces cost, improves productivity, and increases overall profitability. The underlying success of our product is driven by our customers and our employees. From the leadership team down to our support department, every member of the organization operates with a high level of professionalism, expertise, and pride.

As a company we continue to look for opportunities that will make our product and service the gold standard within the market. The feedback and suggestions we receive from our clients serve as the innovative ingredients that allow us to support an industry driven by constant change. While the timeline for completing a request *(continued on page 2)*

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can be uncertain at times, we progressively manage every submission in an organized and delineated fashion. Below are several projects that we completed this year that were designed to improve user functionality and overall system performance.

- **Site Menu Redesign**—This project was completed during the month of May. The new design now displays the menu in horizontal fashion across the top of the webpage. A favorites menu was installed so that users could easily reserve their most popular pages in a single location, and we also reorganized the sub-menu items in a more intuitive and logical precedence.
- **Executive Reports**—We nestled three new pages under the Performance Menu—Executive Reports module (i.e., Daily Dashboard, Executive Dashboard, Trend Report). The reports were released between the months of February and May of this year, providing users with increased flexibility in viewing operational performance in a tabular or graphical layout.
- **Safety Module**—The Safety module is the latest enhancement made to the Pixsys Dish Operations Site. The page serves two primary purposes:
  - (1) To provide users with the ability to record a personal or vehicle related incident in real-time.
  - (2) It produces high-end reports that users can employ to improve decision-making capabilities with greater efficiency.

Our Customer Support department remains available to quickly address any concerns and/or issues that you may experience with the product. To improve communication going forward, “Software Release” calls will be scheduled in advance of the actual release week to streamline any transition period for your affected employees. In addition, training sessions to review specific topics will be scheduled twice a month for those that would like to attend. Last but not least, look out for an invitation to both our Spring Pixsys University and our Customer Appreciation Night at Team Summit 2016. These two events are of significant importance to our company as it provides our team with a chance to have direct interaction with the people we support.

It has been a pleasure working with each of you this year. Please be safe and have a happy holiday season.

**Marcus Jones**



### Who’s Who at Pixsys Technologies: Corey Smith



Corey Smith, Senior Software Developer

Corey Smith is a Senior Software Developer for Pixsys Technologies. He graduated from Virginia College in 2006 with a degree in Computer Programming. In 2007 he was hired as a Software Developer for SUI where he assisted in the initial construction of the Pixsys program.

Corey takes pride in being a father to his four kids, a loving husband, a devout hunter, and a culinary master chef on the grill (most entrees involve bacon). He enjoys cheering on his Auburn Football team, coaches little league baseball, and likes to brew and drink craft beer.



## Welcome New Customers!

We would like to officially welcome American Wireless Entertainment (AWE) to the Pixsys Customer Family. Located in Marion, Indiana, the company has been an authorized retailer for DISH satellite systems and Sony Home A/V products since August of 2012. We are extremely excited to partner with them—welcome aboard!

## Training & 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)
Tech 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 invitation from Pixsys



## Upcoming Pixsys Training Sessions

We will host two training sessions in the month of December. The first topic will introduce the new Safety module within the Dish Operations Site. The second session will be on Recon and some of the subtle changes made to the module since the beginning of this year. Every training session is recorded and can be posted in the Announcements section of your home page, or viewed on the Pixsys Freshdesk Solutions tab.

Position/Role	Subjects Covered	Date & Time
Safety Module	Creating Incidents, Lists, Add/Remove Tags, Create/Edit Incidents, OSHA Exports, Summary/Detail Reports, etc.	Thursday, 12/3 @ 2:00 p.m. (CDT) Friday, 12/4 @ 10:00 a.m. (CDT)
Recon Module	Invoice Maintenance, Recon Submissions to Dish, Maintenance, E&L Recon submissions, Uploading Dish Response file, etc.	Thursday, 12/17 @ 2:00 p.m. (CDT) Friday, 12/18 @ 10:00 a.m. (CDT)

An email invitation for enrollment into one or both of the sessions will be communicated the week it is scheduled. Sessions are limited to 25 attendees, so we ask that you submit a single request if you're located in the same physical location as another attendee, and will view the session from the same computer.

If you would like to have your email address placed on our mailing list, please send your request to [marcus.jones@pixsystechnologies.com](mailto:marcus.jones@pixsystechnologies.com).

## Spring Pixsys University 2015: Save the Date

Mark your calendar! The next Pixsys U is scheduled for March 9th & 10th in Birmingham, Alabama. This two-day event is designed to inform, educate, and improve a user's capability when performing basic functions within the Pixsys Dish Operations site. The training topics for our spring session are as follows:

- Job Tracking
- Recruiting
- Comet
- Performance Management
- Return Authorizations
- Retail Sales
- Inventory Management
- Payroll & Recon



## Safety Module

The Safety module is the newest feature added to the Pixsys Dish Operations Site. It provides a user with the ability to create a personal and/or vehicle related incident in real-time. The pages embedded within the menu will allow a user to review previous incidents, create/edit an incident, perform OSHA exports, view summary/detail reports, and much more. A webinar session to demonstrate the full breadth and depth of this module is scheduled for early December. As always, please let us know if you would like to attend this scheduled event by sending an email to [marcus.jones@pixsystechnologies.com](mailto:marcus.jones@pixsystechnologies.com) or by contacting 205-421-0085.

The screenshot shows the Pixsys web application interface. At the top, there is a navigation menu with items: Favorites, Job Tracking, Payroll, Performance, Personnel, RAs, Recon, Recruiting, Retail, Routing, Safety (highlighted in yellow), Settings, and Supply Chain. Below the menu is the 'Safety Incident List' page. It features several search filters: 'Occurred On' with date pickers for 'From' (11/30/2014) and 'To' (11/30/2015); 'Office' dropdown (All); 'Employee' dropdown (All) with an 'Include Inactive' checkbox; 'Include Deleted Incidents' checkbox; 'Status' dropdown (All) with an 'Include Inactive' checkbox; radio buttons for 'Vehicle Involved', 'Employee Injured', and 'OSHA Reportable' (All, Yes, No); and a 'Tags' input field with an 'Include Inactive' checkbox. At the bottom of the filters are 'Submit' and 'Reset' buttons, and a link to 'Create a new incident'.

## Development Report

Over the last several months, the Development team performed a number of enhancements that were designed to improve both the functionality and overall performance of the site. A complete overhaul of the Inventory Confirmation page was completed during the month of September. While the addition of a Safety module headlined the changes released within the month of November.

Summary of items released in September/November:

### September

- Inventory Confirmation overhaul—cycle counts, moving to and returning from lost, ability to view past Inventory Confirmations, and more
- Tableau import file support for

Hopper IP, Repair 12, CSAT, and Second Call Rate

- Site style improvements—new minimal navigation bar, scroll to top button, and more
- Avery 5160 label support on Print Non-Serialized Barcode page
- “Automatically select from technician inventory” on E&L Recon Detail checked by default if configured

### November

- New Safety module—Safety Incident tracking, reporting, and OSHA report generation
- Support for losing RA inventory and automatically creating necessary charges
- Migration from FTP to SFTP for ETA Direct inventory upload as

requested by Dish

- Add Comet and Technician user guides to Pixsys
- Support adding custom invoice lines to RA invoices on the RA Recon Detail page
- Allow editing of Work Order Numbers and manually posting unposted payments
- Comet now pulls from vehicle inventory if an item is not in the tech’s inventory account (same logic as the main site)
- “Blind” Inventory Confirmation support
- Customize units upon creating an in-house Work Order
- Sales Order data included in Financial Report



*As always, if you need service or support, e-mail us at [support@pixsystechnologies.com](mailto: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.*