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PIXSYS CONTACTS

General Information

www.pixsystechnologies.com

Help Desk

support@pixsystechnologies.com



DISH's Team Summit

We are on our way to D.C.!

DISH's annual Team Summit

Event is just around the corner,

and we are gearing up for the

trip. It is always a pleasure

to connect in person with our

Pixsys customer family, and the

events we have scheduled during

this three day period provide us

with a chance to do just that. On Thursday, May 5th, members from our support

team will host a training/consultation session at the Residence Inn Hotel from 8

a.m. to 12 p.m. —stop by at any time during these hours to speak with a member of

our team.

On Friday, May 6th, we will host our annual Customer Appreciation event at

the McLoone's Pier House in National Harbor, Maryland. We hope you'll join us

as we socialize and network with both our DISH and Pixsys partners over some

delicious food and beverages. If you have any questions on the location or times of

either event, please email marcus.jones@pixsystechnologies.com.

- **Pixsys Training Session** (Thursday, May 5th) @ Residence Inn by Marriott
192 Waterfront Street / National Harbor, Maryland 20745
- **Customer Appreciation Night** (Friday, May 6th) @ McLoone's Pier House
141 National Plaza / National Harbor, Maryland 20745



Pixsys Schedule of Events (May)

There's a lot going on in the month of May, and we want you to be a part of it! Check out our list of scheduled events for appropriate dates and times. NOTE:

General correspondence will go out to our email distribution list during the open enrollment period of each event.

Event	Description	Date & Time
Team Summit Pixsys Training Session	Pixsys Training/Consultation at the Residence Hotel in National Harbor, Maryland	Thursday, May 5th from 8 a.m. to 12 p.m.
Team Summit Pixsys Customer Appreciation Night	Socialize and Network with Pixsys Partners	Friday, May 6th from 6-8 p.m.
Pixsys Training Sessions	Daily/ Executive Dashboard Training Session	Thursday, May 19th @ 2 p.m.* Friday, May 20th @ 10 a.m.*
Pixsys Software Release Calls	Review most recent changes made to the Pixsys Software Application	Thursday, May 26th @ 2 p.m.* Friday, May 27th @ 10 a.m.*

*CDT (Central Daylight Time)



Pixsys University: March 2016 Session

We'd like to thank everyone who was able to attend our spring 2016 Pixsys University. Over a two day period, participants engaged in meaningful discussions that assisted in optimizing their use of various modules within Pixsys. At the end of each night, we socialized at a few of Birmingham's most popular restaurants — Saw's BBQ Juke Joint & Jackson's Bar/Bistro — where we got to relax and learn more about each other.

Pixsys University provides a platform that allows each of our participants the opportunity to learn more about the software, share in their individual experiences, and suggest meaningful and proven solutions for potential development. As our guest you can expect to receive a vast learning experience, comfortable lodging and transportation, and all the food you can stomach! We hope you'll consider joining us in the fall for the 5th installment of this exciting event. Dates to be determined.

Please let us know if you did not receive an invitation to our last event by sending an email to marcus.jones@pixsystechnologies.com, and you will be added to our mailing list.

Customer Satisfaction Survey

In March we distributed our standardized customer satisfaction survey to over 200 Pixsys users, and the responses were amazing! Participants from across the nation provided us with meaningful suggestions that will ultimately help us improve both our product and overall business.

We understand that the dynamics within this industry are constantly evolving and that you are at the forefront of this torrent of activity. You clearly understand the demands and resources that are needed to sustain success, which is why we place so much effort and emphasis on your feedback.

The scores we receive are part of a larger incentive package that impacts each of our employees.

This unique and valuable communication channel serves as a dramatization of our commitment to do the best we can in meeting those demands. The survey is distributed 3x a year, has two questions, and takes less than five minutes to complete. If you missed the opportunity to participate in our most recent survey, please send an email to marcus.jones@pixsystechnologies.com, and you will be added to our survey distribution list.



Welcome New Customers!

We would like to officially welcome Digital Dish, Inc. to the Pixsys Customer Family! This family-owned company is Ohio's only DISH Regional Service Provider and has been in operation since 1999. With over 500 employees, they are a well-respected and long-standing affiliate of DISH. We are extremely excited to partner with them — welcome aboard!



Remembering John Fiori



On Thursday, April 21st, Pixsys lost one of its most positive and influencing members — John R. Fiori. John served as the Vice President of Sales for Pixsys and was instrumental in spearheading the company's growth to a historical mark. His calm demeanor and soothing personality made him a genuine and loving person that attracted individuals to him from all walks of life. He was a wonderful friend, colleague, father, and husband who will be greatly missed.

Left to cherish his memory are his loving wife, Jill (Priano) Fiori and his three children — Nicholas (8), Joseph (6), and Gabriella (4). As an expression of sympathy, memorial contributions may be made for the benefit of John's children to: **New York's 529 College Savings Program — Direct Plan**
c/o Thomas DiNapoli, Voya
7000 E. Genesee St. Bldg. A
Fayetteville, NY 13066



Development Report

Over the last several months, the development team has continued to improve the Pixsys product through a variety of new features that have recently been released. This is in conjunction with several break/fix items that were identified and addressed by both our support and development personnel.

Summary of features released from January through April:

January

- Inventory confirmation templates
- Sales tax and freight on purchase orders
- “Remove All” option on Recon hardware invoice
- Prevent closing payroll weeks and periods with unprocessed employees (opt-in)

February

- Offline punch-in timesheet support in Comet (opt-in)
- GPS location capture support for Comet punch-in timesheets (opt-in)
- Support for modified Tableau exports
- Require tech/sub approval prior to payroll processing (opt-in)

March

- New mobile friendly recruiting site
- Automatic daily import of Tableau data (HIP12, CSAT, R12, SHS, OTA, Reschedule Rate)

April

- New Reschedule Rate metric
- Additional reporting around the 0-1 Day Booking metric
- Multiple goals on Trend Report/Executive Dashboard
- New Mobile Device Repair inventory item category

Pixsys Auto Import Tool

The much anticipated Pixsys Auto Import Tool is now in operation! This means that the DISH metric data within Tableau is now automatically uploaded into Pixsys on a recurring basis. The development team worked in tandem with our DISH partners to streamline the cumbersome tasks involved in managing both systems. As a result, our users have up-to-date data within the Pixsys Operations site that is easily retrievable. The metrics we are able to import are as follows:

- Net IP (HIP 12)
- CSAT
- Toolbox (R12)
- SHS
- On Time Arrival (EWA)

Keep in mind that the tool’s ability to perform this task is a direct result of Tableau being online and fully functional. If there is a problem within the application that prevents us from retrieving the data as scheduled, a notification will be communicated by our support team.



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.