pixsys

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Team Summit 2016: Customer Appreciation Night

We'd like to thank everyone who was able to attend our Annual Customer Appreciation Night in Washington, D.C. The opportunity to connect with our extended family over some delicious food and beverages was most gratifying.

We began hosting the event back in 2014 because it is important to physically connect with as many of our customers as possible. The relationships that have cultivated over time have had a tremendous impact on our ability to provide a dependable product and service. The thoughts and ideas that go into improving our product come as a direct result of the high-quality relationship we have with our customer base.

The team has already begun preparing for next year's event at the Cowboys Golf Club in beautiful Dallas, Texas! If you're in the area, we hope you'll set aside some time to visit with the team on site. If you failed to receive an invitation to our last event, send us an email at marcus.jones@pixsystechnologies.com, and you'll be added to our mailing list.

Customer Satisfaction Survey

The Pixsys Customer Satisfaction Survey is now open! We depend on this channel of communication to grow and improve the quality of service we offer to our customers, and your feedback serves as a primary driver in the evolution of our product.

At the conclusion of each survey, we revisit your remarks to identify our strengths and opportunities. The team strategizes on ways to implement your recommendations into our program, and while certain suggestions are easy to implement, there are those which require a more diligent approach. In the end, we depend on your feedback to provide us with clarity and direction on how best to support your operations.

The survey will be open from July 25th until August 5th. If you did not receive an invitation to participate in the survey, contact our Customer Support Department at support@pixsystechnologies.com.

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.

Pixsys Inspections Module

Our August release will feature a brand new addition to the Operations Site—The Pixsys Inspections Module! This latest enhancement will allow a user to complete just about any kind of digital inspection they can imagine (e.g., job, tool, vehicle, etc.). No more time wasted on completing and filing paper documentations; with the inspections module, everything is immediately captured and stored within the system.

Key Features of the Inspections Module:

- *Inspection Documents*—Users can create custom documents that capture the definition of their inspection down to the exact detail.
- *Inspection Schedule*—Administrators will have the ability to create recurring schedules so that inspections are automatically scheduled without manual effort.
- *Dashboard View*—Users will have a comprehensive dashboard that denotes the status of their inspections into several categories (e.g., Flagged, Pending, In Progress, and Overdue).
- *Reporting*—A robust reporting component that captures their team's overall scores to gauge their general performance
- *Mobile Friendly interface*—Specific pages within the module are also designed to support a mobile friendly view for a delightful navigational experience.

In the next several weeks, a webinar session will be scheduled to review the module's design and functionality. We hope you'll join us as we unpack the essentials of this feature that are guaranteed to add a level of value to your existing operations.

Retail Module Overhaul

It's time for a Retail Module Makeover! That's right, we are about to perform a massive overhaul to our existing retail module, and we want your input. The landscape of the retail world has changed tremendously over a short period of time, and it's important we provide our users with a module that will help them meet the incumbent demands. Therefore, we are soliciting your ideas. Focus group discussions will be hosted over the next two months to record your feedback before the reconstruction process begins. Your recommendations will serve as key ingredients for the module's design and functionality. If you are interested in being a part of the discussion, send an email to support@pixsystechnologies.com.

Development Report

Over the last several months, the development team has continued to improve the Pixsys product through a variety of new features. Also, several break/fix items were identified and addressed by both our support and development personnel.

Summary of features released in June and July:

- Customer history in Comet
- Connectivity code confirmation in Comet
- Mobile Device Repair work order attribute
- Inventory Confirmation notes functionality
- Searchable dropdown for easy item selection on Issue Non-Serialized Inventory page
- Purchase order printing on Avery 5160 labels
- New Mass Tech Tier Projections and Adjustments page
- Approved PTO hours displayed on timesheet pages
- Customer, sub, and tech pricing on Sell Equipment & Services
- Configurable safety quantity on Tech Inventory Usage Report
- Two-hour appointment windows

Features coming up in August:

- New Inspections module—Supports various safety and quality inspections in the field to allow managers to more efficiently perform, record, and follow up on audits.

Features coming later in 2016:

- Retail module revamp—See announcement in this newsletter!
- Net SHS metric
- VIP R12 metric

Pixsys Schedule of Events: August

There's a lot going on in the month of August, 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.

*CDT (Central Daylight Time)

Event	Description	Date & Time
Retail Module Round Up	A forum to collect ideas and suggestions for improvements being made to the Pixsys Retail Module	August through September 2016 (Call to schedule an appointment.)
Pixsys Training Sessions	Daily/ Executive Dashboard Training Session	Thursday, August 11th @ 2 p.m.* Friday, August 12th @ 10 a.m.*
Pixsys Software Release Calls	Review most recent changes made to the Pixsys Software Application	Thursday, August 18th @ 2 p.m.* Friday, August 19th @ 10 a.m.*

Who's Who at Pixsys: John Sentilles

John Sentilles is a Senior Software Developer and Director of Customer Communications for Pixsys Technologies. He graduated from the University of Alabama in 2004 with a degree in Computer Science. John originally began working for RSP Satellites Unlimited, Inc. in 1999 while in high school and continued that work relationship part-time through college, before transitioning to the Pixsys team.

In his free time, John enjoys spending time with his wife Lauren and their dog Bella. John also loves to play guitar and chess.

Q & A with DRS

DRS (Digital Reception Services) is lauded as one of the largest and most successful DISH RSPs in the nation. They have ten Florida locations and over 400 technicians and have been a member of the Pixsys family for over two years. Their partnership with our company has provided us with strong insight into areas that have dynamically altered our product and improved our overall value.

We fielded a couple of questions to one of DRS's elite stars—Mason Fisher, Director of Operations—to get his thoughts on how the product has impacted their business over the last two years.

Q: *What kind of impact has the software had on your department/company?*
A: "The software has helped transform DRS at almost every level. The techs are more mobile and self-reliant, our field managers are more effective with numbers at their fingertips, our inventory control team has a true pulse on the needs of the field at the office and tech level, and our corporate team (myself included) has access to a level of analytical data we could only dream of in the past. All of these things together have helped us in becoming more efficient and profitable since the implementation."

Q: *In your opinion what area of the site offers the greatest value to your operations?*
A: The inventory control and the metric management have had the greatest "value add" to DRS. The ability to track our inventory down to the tech and WO level at the click of a button has transformed our ability to manage inventory within our organization, while the ability of all employees to view their own metrics and be on the same page as their mangers has truly helped make our organization more transparent to our tech force. We are all working off the same "sheet of music" which helps build trust and synergy.

Q: *How would you describe your overall experience with both the product and its support department?*
A: One of the features we enjoy most is the ability to communicate openly with Pixsys and their team. We feel that if we have any ideas or enhancements, they are taken seriously and every effort to accommodate is made.

A special thanks to Mason for taking time to provide us with his feedback!