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General Information
www.pixsystechnologies.com

Help Desk
support@pixsystechnologies.com

★ FEATURED

Customer Satisfaction Survey

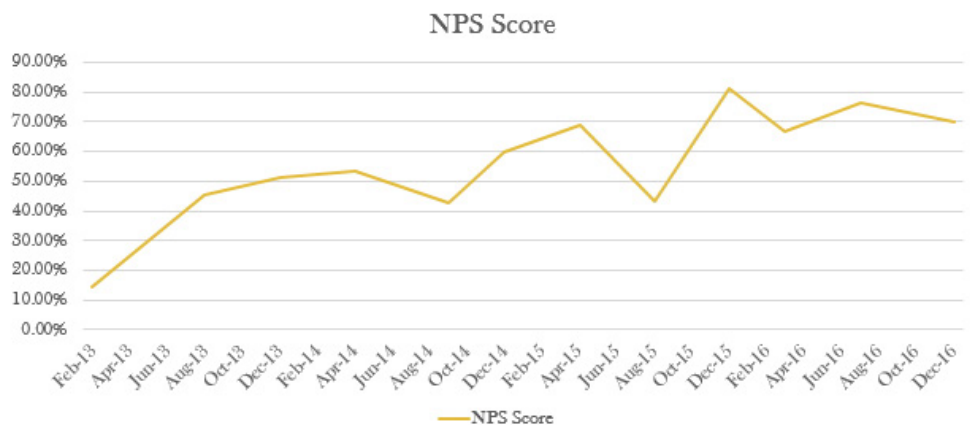
We continue to receive valuable feedback from our customer satisfaction surveys. In 2016, we took direct action based on the feedback we received, which led to vast improvements in both the user navigational experience and general system functionality. We've also maintained a steady focus on improving and expanding our support efforts to better serve our customers in more of an efficient and qualitative manner.

As we turn to a new year, our desire to maintain and deliver an excellent product and service continues to grow. While there's a variety in the needs that each customer has, the attention we apply to an individual request is all the same. We believe that regardless of your size or location we share in the challenges you face as a business, and we carry a genuine concern for the well-being of every patron. If there is a problem you're experiencing or have a need for additional training/support, please don't hesitate to let us know (support@pixsystechnologies.com).

As always, we thank you for your continued support and wish you the best of luck in 2017.

(more Featured news on page 2)

PIXSYS NPS SCORES OVER TIME



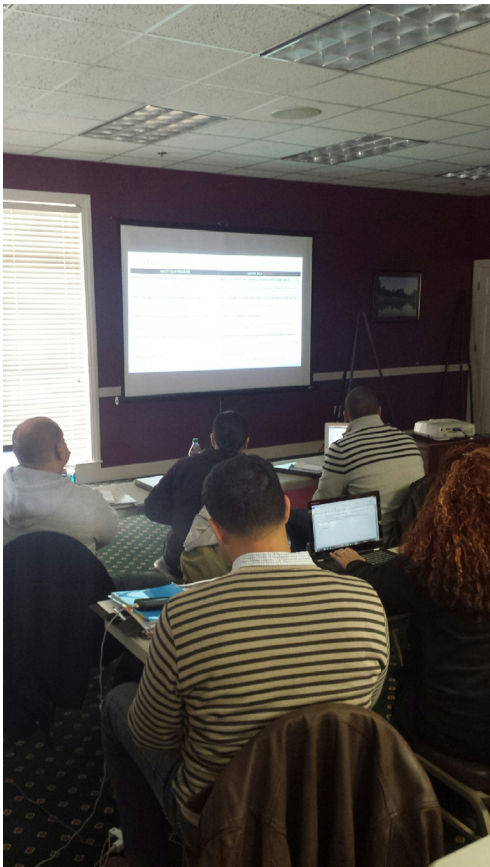
Spring Pixsys University

In less than five weeks, our Pixsys University Training Session will kick off in Birmingham, Alabama. The event will be hosted at the Robert Trent Jones Golf Resort on Wednesday, March 8th, and Thursday, March 9th. Over this two-day period, we will cover a range of topics that will prove beneficial in how you engage with the product on a daily basis.

Every participant will be provided with free transportation and lodging, along with a steady diet of Birmingham’s finest food. If you did not receive an invitation and are interested in attending contact us at support@pixsystechnologies.com. The deadline for registering is February 28th.

See you soon!

(more Featured news on page 3)



Participants from Puerto Rico engage with the support team at our Oxmoor Valley training location in Birmingham, Alabama. This two-day event provides users with the chance to socialize and network with other members of the DISH Community.

Pixsys Schedule of Events

There’s a lot going on in the upcoming months and we want you to be a part of it! Check out our list of scheduled events for appropriate dates and times. **NOTE:** *If you have not received an invitation to any of our previous scheduled events contact support@pixsystechnologies.com to be added to our email distribution list.*

Event	Description	Date & Time
Pixsys Training Sessions: RA Management	The support team will review the general functionality of the Pixsys RA Module.	Thursday, 2/9 @ 2 p.m. Friday, 2/10 @ 10 a.m.
Pixsys Training Session: Inspections Module	The support team will review the general functionality of the Pixsys Inspections Module.	Thursday, 2/23 @ 2 p.m. Friday, 2/24 @ 10 a.m.
Pixsys University Training Session	Onsite training session to review/discuss best practices utilizing the Pixsys software system	Wednesday, 3/8, from 8 a.m. to 4 p.m.* Thursday, 3/9, from 8 a.m. to 4 p.m.
DISH Team Summit/ Customer Appreciation Night	Client consultations/ Customer Appreciation night at the Cowboys Golf Club	Wednesday, 5/17 Thursday, 5/18 @ 6 p.m.

*All times CST (Central Standard Time)

Retail Module Chrome Extension

The development team recently completed Phase I of the Retail Module Overhaul Project (RMOP). As a result, the existing Overlay has now been replaced with the Retail Chrome Extension, which dramatically improves the user experience while navigating between both Pixsys and Axiom. In addition, the user interface has been expanded upon, providing an abbreviated menu of links to useful information the agent may need while processing an order.

As always, we appreciate your continued patience as we diligently approach Phase II and III of the RMOP. The enhancements scheduled for each phase will dramatically improve the way your agents engage with the module moving forward. A webinar session will be scheduled prior to March’s release to showcase the latest and greatest before it’s deployed. The development report provides a detailed list of what to expect in the upcoming months.

Create Retail Sales Work Order

Sales Lead

McDonald, Ronald

View Lead

Appointment

WO Type*

Please Select ▼

Units*

0

DISH Team Summit

DISH's annual Team Summit event will be hosted in Dallas, Texas, the week of May 15th, 2017. Throughout this week, the Pixsys team will be on site to re-engage with our customers and to provide training/consultation services as needed. We will also host our annual Customer Appreciation Event at the Cowboys Golf Club, just minutes away from the Gaylord Texan Resort & Convention Center. In the past, this event has attracted a number of Pixsys members and friends within the Dish Community that have supported our efforts throughout the year. We hope you'll consider joining us for a night of socializing and networking as we showcase our gratitude for your continued support—May 18th @ 6 p.m. (CST).

ON OUR TEAM

Who's Who at Pixsys: Troy Lugo



Troy Lugo serves Pixsys Technologies and parent company McKinney Communications Corporation as Chief Financial Officer. He is responsible for overseeing all financial aspects of the company.

Before joining Pixsys as CFO, Troy served as the Director of Finance for McKinney Capital since July 2015. His prior career was in public accounting as a senior manager in the assurance practice with PricewaterhouseCoopers in Birmingham. He is also a graduate of Samford University (MBA, BSBA).

When he's not at work, Troy enjoys spending time with his family, working on outdoor projects, playing golf, deep sea fishing, and skeet shooting.

WITH OUR CUSTOMERS

Q&A with Digital Dish

Digital Dish, Inc. joined the Pixsys family in May of last year and have since become a hallmark client in the sharing of ideas and best practices. Based out of Ohio, they are the only DISH Regional Service Provider in the state. I caught up with Francisco Alarcon (Director of Operations), to get an impression on how the software has affected their operations since joining Pixsys.



Q: *What kind of impact has the software had on your department/company?*

A: The company had a difficult decision to make about a year ago; we found ourselves in need of a new operations system. Pixsys had many of the features we were looking for, and they were willing to work with us customizing some aspects of the software to fit our needs. Pixsys has made this transition easier, and the system added some features we didn't have before, reinforcing our decision to go with this software. The ability to pull data directly from DISH makes some of the features extremely valuable for us by making this a one-stop solution.

Q: *In your opinion what area of the site offers the greatest value to your operations?*

A: Each team has their preferred area, but they can all agree on the ease-of-use as the most valuable aspect of the site. Being able to move quickly through different processes is essential, and Pixsys provides that.

Q: *How would you best describe your group's overall experience with both our product and service?*

A: It is always hard to move to a new system, especially when you had a completely customized system. We can say that out of our previous experiences with already built software, this one is the best. The level of service is a great part of that; Marcus, John, Sandra, and the team are always there to help. They have been right next to us throughout the entire process; no matter how many emails or calls they receive, the answer is always friendly.

Development Report

Over the last few months, the development team has continued to improve the Pixsys product through the release of new features. Also, many other improvements and fixes were completed by the support and development teams.

Improvements made to Pixsys since November 2016:

- New Retail Sales Chrome Extension improves the retail work order creation process and removes dependencies on Internet Explorer and Windows
- New Usage Based Ordering Tool allows users to determine what to order based on recent inventory usage and builds (or adds to) a purchase order if desired
- New R12 VIP and Net SHS metrics (reports, dashboards, scorecards, and Comet)
- “Custom buckets” on Booking Report
- Data “begin” and “mature

through” dates displayed on summary and detail reports based on imported data

- New Recon Summary filters and explicit payroll verification on Recon Detail
- Administrators can now withdraw approved PTO requests when employee plans change
- “Skip labels” when printing RA labels to reuse partially used sheets
- Plus many other improvements — see the November 2016 and January 2017 release notes for all the details!

Retail features coming up in the next few months:

- **Retail Dashboard** — Users will have a comprehensive dashboard that will function as a single ‘go-to’ page for sales agents and managers to manage their retail work (e.g., Follow-Ups, Unassigned Leads, Active Leads,

Commissions, Leads Sold, etc.).

- **Sales Lead Creation via Comet** — Comet users will can perform specific retail actions from within the mobile app (i.e., submit sales leads, track referrals, view commissions, complete customer consent forms for follow-up, etc.).

- **Lookup/Create Sales Lead** — Improved sales lead capture process to prevent duplicate sales leads.
- **Improvements to Follow Ups** — Follow Ups will be more customizable to your process.
- **Fraud Prevention** — Warn sales agents about reuse of credit card numbers to indicate potential fraud. Note that Pixsys will only store the first digit and last 4 digits of card numbers, and this data will be encrypted.
- And many other improvements based on feedback gathered from our customers!



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.