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PIXSYS CONTACTS

General Information
www.pixsystechnologies.com

Help Desk
support@pixsystechnologies.com



FEATURED

DISH Team Summit

Our bags are packed! We're headed to Dallas, Texas, to attend DISH's annual Team Summit event. From Wednesday through Friday, we will be onsite to consult, network and socialize with those in attendance. On Thursday, May 18th, we'll host our annual Customer Appreciation Event at the beautiful Cowboys Golf Club in Grapevine, Texas. This event provides us with an excellent opportunity to visit with all of our clients in a comfortable setting as we learn more about their businesses and the respective changes to the industry. We hope you'll join us for a night of tasty hors d'oeuvres and cocktails. Details are as follows:

- Shuttle Transportation will be available from the Gaylord Texan Resort & Convention Center to the Cowboys Golf Club from 5:00 p.m. to 7:00 p.m. (American Transfers and Tours)
- Shuttle Transportation will be available from the Cowboys Golf Club to DISH's Austin Ranch event and back to the Gaylord Texan Resort from 7:00 p.m. to 9:00 p.m. (American Transfers and Tours)
- The distance between each location is roughly 10 minutes' drive time should you arrive at the pickup location and the shuttle is not immediately present.

If you have any questions, please email or call Marcus Jones — **cell:** (517) 643-3492 or **email:** marcus.jones@pixsystechnologies.com. We look forward to seeing you there!

(more Featured news on page 2)



The Hall of Fame Ballroom at the Cowboys Golf Club in Grapevine, Texas



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.

Spring Pixsys University—March 2017

We had a tremendous turnout for our Spring '17 Pixsys University Training session! Participants as far as Florida to Alaska gathered in Birmingham, Alabama, for a two-day hands-on training session with our support team. Discussions ranged from basic product utility to a sharing of industry best practices for improved market performance. Everyone who attended was provided with individual lodging, transportation, and some of the finest food Birmingham has to offer!

But don't take our word for it—read through a couple of the remarks from those who attended:

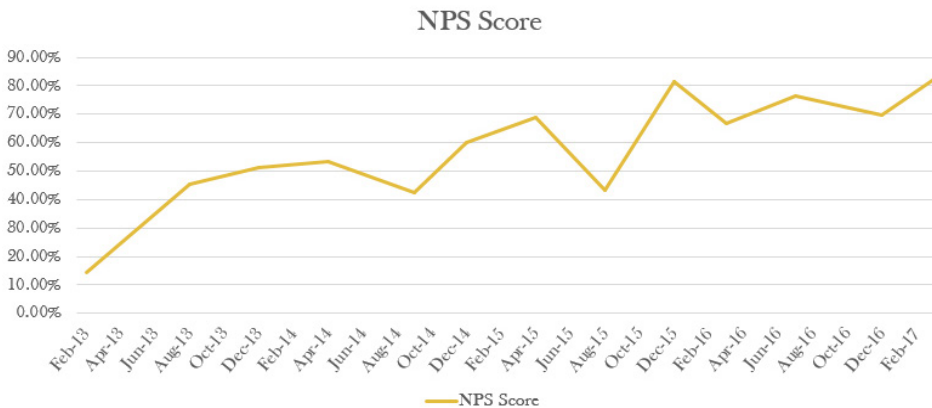
- Nathan Sterling (Southern Star): “Great time going over the software and learning about features we may have missed, not clear on or wanted to know more about.”
- Kim Lancaster (Southern Star): “ Great open communication.”
- Roy Sims (Satellites Unlimited): “I really liked the open forum format this year. It gave me a chance to find out more about specifically what RSPs are doing to generate extra revenue and explore if Pixsys could be an option.”
- Francisco Alarcon (Digital Dish): “Thank you much for the time, the unmatched hospitality and the information you and your team poured on us and facilitated. It is always a please to visit you and your team.”

If you'd like to receive information on our next scheduled event, send us an email to support@pixsystechnologies.com to be added to our mailing list.

Customer Satisfaction Survey

As always, we'd like to thank everyone for taking the time out to complete our customer satisfaction survey (NPS). Your comments continue to underscore our efforts in providing a product that's both reliable and of value. The invitation to participate is communicated through the use of a third party app, surveymonkey.com. This ensures a high level of accuracy and transparency in how we collect and analyze the feedback received. If you have not received a previous invitation and are interested in being added to our mailing list contact support@pixsystechnologies.com.

PIXSYS NPS SCORES OVER TIME



WITH OUR CUSTOMERS

Shared Value with Satellites Unlimited

A lot can be gained from knowing how others engage with the site to leverage the Pixsys offering, as quite often the benefit experienced by one customer can easily be adopted by another seeking the same effect. To that end, I sat down with Chris Willis, an employee of Satellites Unlimited, to better understand how he engages with the Pixsys Inspections module and the overall effect that it's had on their operations.

Q: *From the time you started using the inspections module, what would you say are some of the key definitions that you've created that have proved beneficial?*

A: We've used the inspection module for a variety of things. We initially focused on the more traditional use cases: QAs, Safety Inspections, Pole Mount Audits, etc. This was an intuitive place for us to start, as we were already completing these inspections but were capturing them via other methods. Tracking them in Pixsys allowed us to tie results to specific work orders, offices, and technicians, which allowed us to mine the data for trends. We've recently moved to utilizing the inspections module for nontraditional uses: Tool Inspections, Van Inspections, and Retention Interviews. We were also tracking these in other systems, but bringing them into Pixsys gives us a “one-stop-
(continued on page 3)”

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.**

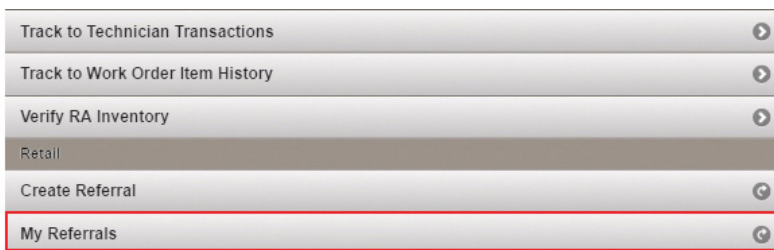
Event	Description	Date & Time
Pixsys Face-to-Face Consultations (Team Summit)	The support team will be available for individual consultations during the week of Team Summit.	Wednesday, 5/17 Thursday, 5/18 Friday, 5/19
Pixsys Customer Appreciation Night	Join us for a night of networking and socializing at the Cowboys Golf Club in Grapevine, Texas.	Thursday, 5/18, from 5:30-7:30 p.m.
Pixsys Training Session: HR/Recruiting Modules	This class focuses on the various components with the system that are designed to support your employee management activities.	Wednesday, 5/25 @ 2 p.m. Thursday, 5/26 @ 10 a.m.

**All times are CST (Central Standard Time)*

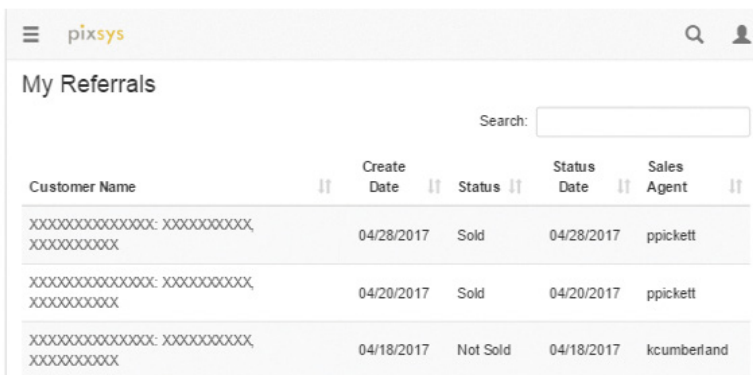
Referral! Referral! Referral!

Capturing a referral within the Pixsys application just got a whole lot easier with this latest software release. Technicians can now capture the customer's name, phone number, email address, and consenting signature from their mobile device in just a few simple steps. Once the customer's information is saved, an email is automatically drafted and sent to the sales team to make them aware.

As the referral changes hands, the newly inserted "my referral" page will provide the technician with information on its create date, existing status, and the managing sales agent. The sales agent will also notice that a dashboard has been inserted at the top of the Create Sales Lead Edit page. This provides them with an increased level of flexibility in how they engage with the page when creating a sale.



My Referrals Link in Comet



My Referrals Report

WITH OUR CUSTOMERS (cont.)

shop" for information. Once we determined that a Pixsys "Inspection" is basically a way to gather answers to questions, we realized that this was the most efficient way to gather data on various aspects of our business.

Q: Do you feel as though the data you've gathered has been helpful in understanding certain behaviors and/or processes that serve as a fundamental component of your operations?

A: Capturing and analyzing data in Pixsys has always been a key way for us to gain insight into our field operations. The ability to generate various questionnaires and definitions that capture exactly what data we need has been a big win for us. For example, when we interview new technicians after their first few weeks of completing work orders, we can now analyze their answers relative to performance, payroll, and management. This offers a much better cross-section of the employee and allows us to identify root-cause issues for pain-points earlier.

Q: What would you say is the greatest benefit to having a tool such as the inspections module available within Pixsys?

A: Our biggest benefit to the inspections module is that it houses data that we were previously gathering in disparate systems in one location. Before, we managed *(continued on page 4)*

Development Report

The development and support team continue to work at improving the Pixsys product through an array of enhancements and custodial-based activities. The invitation to review these changes are open to any Pixsys customer and are scheduled in advance by our support team. If you have not received an invitation to attend a release call in the past, send an email to support@pixsystechnologies.com to be added to our mailing list. The summary below provides a window into some of the latest changes performed since February.

Improvements made to Pixsys since February 2017:

- New Create Referral page where employees can submit retail referrals to be contacted by your sales team
- New Customer Consent Capture as part of the new Create Referral functionality that can be configured so that customers sign an agreement allowing you to contact them via phone and/or email
- Improvements to the Sales Lead Edit page to prevent duplicate sales leads, make looking up and creating a new sales lead a one-step process, and correctly support multiple sales opportunities/work orders for a single sales lead
- SHS Net \$/WO Metric improvements to bring Pixsys in alignment with the latest changes made to the metric by DISH
- “Stickied” announcements to keep important information at the top of your Pixsys announcements page
- Plus many other improvements—See the April 2017 release notes in Freshdesk 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.).
- **Improvements to Follow Ups**—Follow Ups will be more customizable to your process.
- **Fraud Protection**—Warn sales agents about reuse of credit card numbers to indicate potential fraud. Note that Pixsys will only store the first digit and last four digits of card numbers, and this data will be encrypted.
- Plus many other improvements based on feedback gathered from our customers!



WITH OUR CUSTOMERS (cont.)

several processes and systems, and it let some key behavior fall through the cracks. It saves us the time of searching between different systems and creates a single location for data to live. It isn't the single failed Safety Inspection that best foretells a future accident; it is the continual failures that do. We can now identify those issues earlier, while giving much more oversight to our corporate managers.

Q: From a purely tactical perspective, has the use of this module drove awareness out in the field to the point that a tangible effect is noticed?

A: I think that our largest win thus far has been in terms of accountability. We require a certain number of QAs and Safety Inspections per week per manager, but it was hard to aggregate results to the point that we could effectively hold our managers—and by extension, our technicians—accountable. A general manager now has the ability to monitor and verify that our front-line managers are completing their responsibilities, which has led to a large increase in the number of QAs completed. As a consequence, our technicians expect their managers to inspect the quality of their work and the execution of our safety procedures.

Q: Would you say there's a cost-saving component associated with the utility of the inspections module that undergirds your bottom-line?

A: SUI had one of our best quarters to date in terms of quality (R12) in Q1 2016. To not place some of the benefit on the increased insight and accountability that our managers now have would be mistaken. Our technicians fully understand what constitutes a high-quality job, but the increase in visibility created by the use of Pixsys' inspections module has been a way to hold them accountable for our expectations. This has led to savings that fall directly to our bottom-line and has helped reinforce our culture as a customer-service company.