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General Information
www.pixsystechnologies.com

Help Desk
support@pixsystechnologies.com

★ FEATURED

Pixsys University 2018

A special “Thank You” to those who attended our spring 2018 Pixsys University Training Session. It’s not surprising that every year we host this event, we tend to learn more from our customers’ than they do from us. The group spent a great deal of time discussing new and existing opportunities within the DISH world that Pixsys could support to leverage their existing success.

As in customary fashion, the evenings were spent networking and socializing against the backdrop of some of Birmingham’s most eccentric restaurants. If you did not receive an invitation to this past event and are interested in attending it in the future, please contact us at support@pixsystechnologies.com.



DISH Summit—Pixsys Customer Appreciation Night

The DISH Team Summit event is right around the corner, and we’re excited to see you there! The team will be on site from Tuesday, May 1st until Friday, May 4th. During this period, we look to engage in discussion with our customers about the priority needs of their business and the ways in which Pixsys can help.

On Thursday, May 3rd at 4:30 p.m., our annual Customer Appreciation Event will be hosted at the Headwaters Lounge inside of the Rosen Shingle Creek hotel. This event headlines the week for us, as it extends a true gesture of our appreciation for your continued support throughout the years.



If you are interested in meeting with the team at any point during the week, please contact Marcus Jones (marcus.jones@pixsystechnologies.com) to arrange a date/time to schedule a sit down.

Development Report

The development and support teams continue to work on improving the Pixsys product through an array of new features and minor improvements. The support team hosts release calls when the software is updated to inform you of the changes included in the release. 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 details some of the latest changes performed since January.

Improvements in the April 2018 release:

- Support for the new CSAT email survey in Comet, CSAT reports, WO Details, and more
- Report Type and Service dropdowns added to the SHS reports to better support DISH Protect and Core SHS
- A new “in-Pixsys” notification system was added to Comet and the Operations site. We will be adding notifications in the upcoming releases as well as making them more configurable.
- EReturns Part dropdown added to Edit RA Inventory Item for easier maintenance of RA Inventory Items
- Handled a change DISH made to the import file format on the Retail Sales Payment Import page
- Many system errors were addressed and small improvements were made throughout Pixsys to make the experience smoother for all users.
- See the April 2018 release notes in Freshdesk for all the details!

Changes coming up in the next few months:

- We will be adding many

(more Down the Pipeline on page 3)

Training and 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 the 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 Customer Support

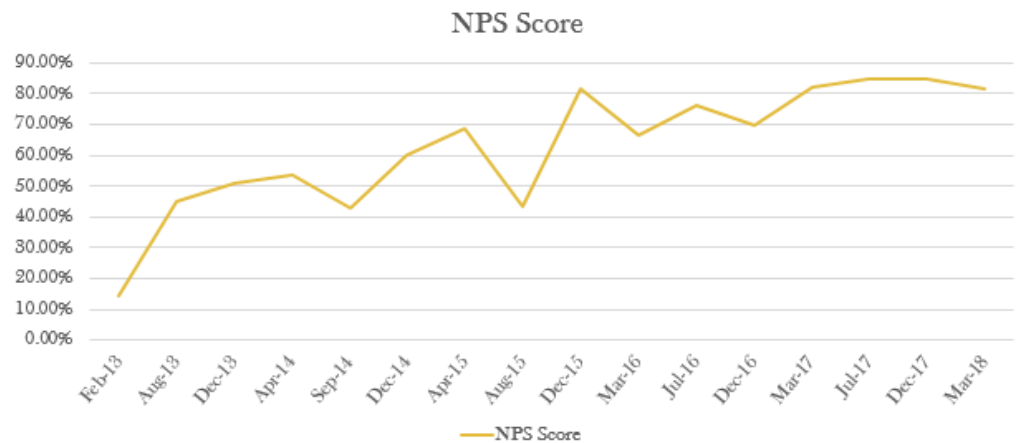
Pixsys Customer Satisfaction Survey (NPS)

We appreciate everyone who was able to participate in our first NPS Survey of 2018. We distribute the survey 3 times a year to gather input from our users to measure the quality of the product and service that are being delivered. The survey is comprised of two simple questions: (1) How likely is it that you would recommend our company to a friend or colleague? and (2) What is your primary reason for recommending our company, or, what is the most important improvement that would make you more likely to recommend us?

On a scale of 1 to 10, (10 being the highest) we arrive at the overall score by the following calculation: Promoters (score 9-10) - Detractors (score 0-6)/ Total Responses = Net Promoter Score. This not only allows us to measure where we currently stand with our customer base, but it provides insight into our ability to grow as a company.

The second survey will go out this summer. If you have not received a previous invitation and are interested in participating in the next one, please contact us at support@pixsystechnologies.com to be added to our mailing list.

PIXSYS NPS SCORES OVER TIME



(more At the Forefront on page 3)

DOWN THE PIPELINE (cont.)

additional notifications to the new in-Pixsys notification/email system to allow users to see important information quickly.

- We are currently working with DISH to integrate with the new Samsung work order API that DISH is building. This integration will allow for the automatic import of Samsung jobs into Pixsys. We are also planning inventory improvements to help with Samsung jobs.
- We are currently tracking several changes DISH has in the works (Sears work, Hughes work, reporting, etc.) and will make changes to Pixsys as necessary.

AT THE FOREFRONT (cont.)

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 previously scheduled events, contact support@pixsystechnologies.com to be added to our email distribution list.**

Event	Description	Date & Time
Team Summit re: Pixsys Customer Appreciation Event	Hosted at the Headwaters Lounge in the Rosen Shingle Creek Hotel (Orlando, FL)	Thursday, 5/3 from 4:30 p.m. to 5:30 p.m.*
Pixsys Training Session – Recon: Return Authorizations	This class will review common best practices for processing your RA invoices within the system.	Thursday, 5/10 @ 2 p.m.** Friday, 5/11 @ 10 a.m.**
Pixsys Training Session – Job Tracking	This class will revisit the tools utilized within the job tracking module for managing your operations effectively.	Thursday, 5/24 @ 2 p.m.** Friday, 5/25 @ 10 a.m.**

*EST (Eastern Standard Time) **CST (Central Standard Time)

WITH OUR CUSTOMERS

Installation Pro

We'd like to welcome Installation Pro to the Pixsys family of customers. They service most of the Tennessee market with offices in Knoxville, Nashville, and Memphis, Tennessee. The company has seen tremendous growth in their business since becoming an authorized DISH retailer and are a perfect fit for the team. We are extremely excited that they have decided to join and look forward to working with them into the future!



Cable and Other Things Too: CAOTTI

Based out of McCormick, South Carolina, CAOTTI is a household name in the subcontractor community of DISH. Their vast experience in the industry has allowed them to expand their services and general presence as a premier partner of DISH throughout the southeast market. They are a truly valuable and welcomed addition to the team, and we look forward to working with them once again.



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.