

2021 CUSTOMER LETTER



PerCSoft Valued Customer,

Thank you for the continued great honor of being your trusted technology partner. Looking into the rest of 2021 I have a few things to touch on for your offices.

- 1) **Yearly Site Visits** – It's time to schedule your yearly site visit. We did not do a lot of these last year due to you know...so these are overdue in many of your offices. Some of you have proactively reached out to get these done, but I highly recommend we get these scheduled. There is now a full report you receive after the review. This is a thorough, focused inventory and check on your systems. We also update picture documentation for the remote team to best assist you. This helps you understand your position from a technology perspective, and guides our team as we proactively support you. When you are ready to schedule your in-person visit, please reach out to us by email at installs@percsoft.com and I will have Chelsea get you scheduled. Our charge for these is \$195.

- 2) **HIPAA Evals and Trainings** – This is another item that got skipped last year. We recommend completing these every 2 years for all offices. I conduct these personally. These are HIPAA onsite evaluations and reports along with a review of your forms, and a refresher training with your staff as required by HHS. These are typically \$295. If you combine this with the yearly site visit above we will do both for \$395 total.

- 3) **Our 2021 Goals / Product Releases** – I wanted to highlight a few things we are working on this year.
 - a. **New Training Center / Showroom** – We will be opening our NEW training center, warehouse and showroom in late summer in beautiful North Lake, WI. We hope this will help deliver improvement for you in three areas.
 - i. **More Just In Time Inventory** – We will be stocking more inventory to ensure that we have more emergency product for same day service.
 - ii. **Training Facility** – For you, your staff and our technicians; we will have equipment available for you to see and train with prior to your installation.
 - iii. **Showroom** – Sometimes it's hard to fully understand how something will look, feel or function. We will have products on hand for you to test and experience helping you make decisions for your office and home.
 - b. **Automation Products** – We often receive requests to install or consult on automating audio, lighting, climate, security, etc. for both offices and homes. I feel we have a great batch of new and existing products in our catalog to serve any needs you would have for these spaces. Please reach out to me for any information about these solutions.
 - c. **Digital Signage** – We have been working with DAKboard over the last year to help develop a low cost and incredibly easy to use digital signage, for lobbies and operatories. These are great for highlighting your teams, membership programs, specials, etc. Please reach out to me to find out more about this technology.
 - d. **Security and Management Suites** – Our breadth of products offered in the security and monitoring arena have developed dramatically in the last year. We have migrated most of you over to these platforms as your existing subscriptions have expired. The remaining subscriptions should be expired and moved over by the fall.

Thank you again for your continued partnership. Please reach out with any questions or concerns and I look forward to speaking to many of you soon.

Best,

Percy

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