

2022 CUSTOMER LETTER



PerCSoft Valued Customer,

Thank you for another great year of continued partnership with you and your teams. Looking at the remainder of 2022, I have a few things I want to highlight and share.

- 1) **Yearly Site Visits** – It's that time again for our yearly site visits. Some of you have reached out to get these done, but I highly recommend we schedule these for everyone, even if you have a reoccurring monthly visit from the PerCSoft team. This is a thorough and focused inventory to check on your systems and update documentation for the remote team to better assist you. This also helps you and us understand your current status and proactively take steps to keep things running smoothly in your office. If you would like this scheduled, please reach out to installs@percsoft.com and Chelsea will take care of getting you in the schedule. Our charge for these is \$195.
- 2) **HIPAA Evals and Trainings** – We recommend doing these every two years for all offices. I conduct them personally and include an onsite review / report along with an analysis of your forms and refresher training with the 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. Reach out to Chelsea at installs@percsoft.com if you want to get this scheduled or see when we did this last at your office.
- 3) **New Office / Showroom / Training Center is Open** – We have finished restoring the 1859 office building we acquired last spring in North Lake, WI and are open there internally. We are still finishing up the customer focused areas and landscaping (currently landscaped in mud from the construction). I hope to have visitors there soon, and invite you for a hands-on trial of the equipment to help make your install and finish experience the best in the industry. This is a place for our teams to collaborate, educate and fully utilize the services we provide to you. Also just a place for you to drop by and say hi if you are ever in the area. :)
- 4) **Our 2022 Goals / Product Updates** – I wanted to highlight a few things we are working on this year:
 - a. **Additional Team Members** – We have been growing our team to better serve you and your needs. From a customer facing stand point, you may interact with new field and remote techs, along with our management and admin teams. We will continue with our growth efforts to ensure you receive the best experience possible from a large and seasoned team.
 - b. **Greater Collaboration** – With the introduction of our new office space, I wanted more than a generic place. I wanted a tool to aid in the collaboration of our team and yours. We have focused on and installed a lot of technology including smart boards, conference spaces, a mock operator, and full-size floorplan printers. All this to do everything we can to continue to improve our services for you. I hope to see some of you there later this year.
 - c. **Phone Systems** – I am noticing a large shift in this space. In-office systems are aging, people are not happy with their current VoIP solutions, and others are looking for high integration offerings. We have great options for any direction you want to take your voice communications, with both office based and quality VoIP offerings. Please let me know if you want to discuss.

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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