

### Message from the President

As we welcome in 2018, it is paramount for us to reach out to our customers and extend our appreciation for allowing us to serve you. Peak Software had incredible growth in 2017, adding both excitement and challenges.

More and more of you continue to want to leave the worries and chores of data storage to us so you can focus on your business. In response, we have made significant investments in additional Cloud server hardware and state of the art software to provide the best possible performance. The new technology should be in place by the end of the first quarter.

We continue to add functionality and update features in the software. One of our most difficult challenges is communicating new information. We often find customers not knowing about features, which have been implemented in DSM months or in some cases, years earlier! To help improve this flow of information, we are doing the following.

1. We have a dedicated Customer Relations person whose primary responsibility is to reach out to each of our customers every 6 months.
2. We have forced the Newsletter to popup in the software if you are an administrator. Prior to this, we relied on the flashing New News & Info yellow icon.
3. I whole-heartedly encourage you to reach out to us when you have a need or question. Our software is very rich in functionality and often your wish has already been implemented. We always want to hear what is important to you and target common wish list requests for development. Our software is and has always been driven by customer requests.

We sincerely hope you have great health, and wish you the best for the 2018.  
Charlie Warrell / President and CEO

### DSM Is Headed to Las Vegas - World of Concrete 2018

It is WOC time, if you are attending the World of Concrete show this year, come by and say Hi! We love to see and visit with our customers. We have many new features and updates to show, along with answering any of your questions.

We are bringing a full crew to WOC this year: Paul (Sales), Cami (Sales), Kelly (Support) and Charlie (Development). We mixed it up a bit this year and are in the Central Hall of the convention center, located in **booth C4016** (Technology for Construction section).

A few new features that are ready to be released and that we are excited to demonstrate for you is the ability to have a text message automatically sent to the Foreman of the Job when the operator is flagged as In-Route from the Job Scheduling Screen. The other soon to be released feature that many of our DSM Mobile app customers are going to love is when the operator selects their status (In-Route, In Progress or Job Complete) a geo stamp location is collected and is visible on an integrated Google Map in the DSM Order screen. Many other features have already been released during 2017, so be sure to stop by and we can review those that will help you be more successful with DSM in your business. **See you there next week!**

*I hope that you noticed an attachment with the newsletter, as our President mentioned in his message; we are very serious and interested in soliciting how we can service and be part of your business plans for 2018 and years to come. Please review the attached "DSM Customer Goals 2018" document; we would appreciate any feedback, Thanks!*