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1. ### New features now in place that add even more value to DSM for our SQL and Cloud clients

- **Send Automated Text Message to Job Foreman (included in DSM SQL or Cloud versions) -** When the operator is selected as being In-Route from the Job Scheduling Screen a text message automatically is sent to the Foreman of the Job to notify that the operator is on the way. It will also approximate the arrival time of the operator to the job. Set-up information

- **Geo Location collected from DSM Mobile App (included in DSM Cloud versions) -** From the DSM Mobile app, 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. This will allow for quick and easy verification of the operator's location when the Job Status was selected. Set-up information

- **Google Maps Automated Job Address Completion (Included in DSM SQL version) -** On the orders screen, there is now a button called Address in the Jobsite section (a map icon). A Google Map page will be presented, where you can enter the job address. As you enter the address, Google presents you with a list of probable addresses. Select the appropriate one. The map will then be updated with a pin allowing you to verify the exact jobsite location. When you press OK, the address populates the address, city and state fields. The goal is to save time and increase accuracy. Set-up information

- **Significant Server Infrastructure Enhancements (Included in DSM Cloud version) -** 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.

- **Equipment Utilization Functionality Added with Reporting (Included in DSM SQL version) -** DSM now has the ability to assign equipment used on the job and be specified in the job ticket. By selecting the Equipment tab on the Job ticket, it will allow you to specify the equipment used and its cost. This cost will be reflected in profit & loss reports as well as in the new equipment utilization report. all for assistance setting up.

- **DSM Mobile for Managers (Included in DSM Cloud version) -** The DSM Mobile app has been updated to give viewable access from a smartphone or tablet to the Job Scheduling Screen for Supervisors and Managers in the field. This functionality makes it so the Manager can quickly view the schedule of everything going on directly from a smartphone. Call for assistance setting up.

- **…And more features on the way…. -** The DSM Mobile app is continually receiving ongoing enhancements and functionality to improve the overall efficiency of the data flow and process. DSM Mobile is now accessible from a secure browser, which allows for increased features like the already mentioned geo location collection of data. We are currently developing a major feature to permit customizable job forms (JSA, job field ticket, OSHA recordable events etc.) to be completed and signed via our mobile app. Coming later this year.

2. Why going to the Cloud is right for you? Go Cloud!

- DSM Cloud offers incredible value - have us host your data for less than $2,000 a year.
- We monitor and back-up data offering you less stress and reducing your technical vendor contracts.
- Faster and better technical service – we can get instant access to your current data to investigate issues.
- Cloud offers connectivity for people on the go including mobile devices.
- Enjoy real peace of mind knowing your data is secure.

3. DSM Support staff and hours expanded

DSM and Peak Software witnessed incredible growth in 2017, which brought the challenge and need for additional DSM support staff to be trained in order to help with the increased load on the support department. Greg Love is quickly becoming one of our most talented and seasoned Peak veterans and we are excited to now have him on our DSM technical line-up.   Our Support is now available starting at 7:30am MT/9:30am ET to serve you better!

4. DSM client survey feedback was collected, appreciated and being acted on!

Several weeks ago we invited our clients to participate in a brief survey to provide feedback on our DSM products and technical services. Here are some key findings and actions we are taking immediately to be an even stronger business partner to our clients. Please continue to provide your unfettered feedback on our products and services through our Support channels or reach out on the Marty Bryant at 801-572-3570 x302 or Marty@Peakinfo.com.   We appreciate your candid feedback. **Charlie**

CLIENT FEEDBACK	PEAK SOFTWARE ACTIONS
The strong majority of clients are likely to recommend DSM to others	Most of our new customers are 'word of mouth' and we appreciate your recommendations. We are implementing new strategies and processes to better serve our valued clients so that all clients feel they can confidently recommend DSM.
Respondents were mostly satisfied with our product and found it reliable and easy to use.	Overall, DSM is adding value and supporting business development growth for our clients as a robust software infrastructure. We are committed to continue to expand our features while maintaining our reliability and ease of use.
Technical support is not consistently responsive nor prompt but is accurate.	Our clients should call or email our FULL support team and not individuals directly. We have reorganized our Technical support team and are establishing new processes and training to improve and expand our services.
Software technical documentation should be improved	This is a high priority project now through December so watch for big improvements here.
Clients find it a challenge to stay up to date with new DSM features and thus are not always using the full power and value of DSM.	We understand that you and your staff do not always have time to read Newsletters or read App update notes. We are trying to find new ways to ensure that customers stay informed. We are happy to offer a 1+ hour training 'refresh' to your teams via GoToMeeting to keep you updated on our latest features. We also encourage you to visit our DSM features page.
Client suggestions for enhancements are not followed-up sufficiently.	We are currently revamping the process for documenting our client enhancement requests to give us improved insight into high value and broad-need enhancements and to allow us to better communicate about these items.

5. For the *FASTEST* Technical Support responses

Always contact our FULL Support team with new items by calling 1-801-572-3570, emailing to Support@peakinfo.com, or send a request to Support via the DSM Application. Emails to individuals can create delays and does not automatically log tickets in our system.