

CUSTOMER SUPPORT ANNOUNCEMENTS!

Introducing our Technical Support Team (The Team Formerly Known as “the Help Desk”)

We recently rebranded our Help Desk to Technical Support. The name change comes as we continue to evolve our customer support initiatives (with more to come) to best suit our customer’s needs and expectations. Although our name may be changing, the Technical Support team will continue to deliver the same high-quality level of service and experience you have come to expect from us. Many of you are familiar with our Technical Support team members and Product Support Specialists – Bryan Paulsen and Ed Bohl.

With over 30 years of combined experience, Bryan and Ed continue to provide exceptional service to our Paper-Less customers. Bryan has a wide variety of expertise in manufacturing and on many different applications that often leads to new or different ways of approaching any situation. Ed works diligently to ensure our customers are confident in the solutions he provides by playing an integral role as an MES/MV2 expert and SQL script extraordinaire. They will take the time that is needed to ensure our customers are happy with the service they are receiving and that any questions they have are answered to its fullest.

You can contact Bryan or Ed by using our new email address at: Technical.Support@Paperlessllc.com

Coming Next Time...

"TOP 5 BENEFITS TO UPGRADE YOUR VERSION OF MES!"

2021 Recap

As 2021 comes to an end, we’d like to start off by sending our appreciation to our customers. Thank you for your continued support and valuable feedback on the products & services we provide.

Our Customer Outreach Program is continuing to evolve and with that comes a change in when we send out our year-end Customer Satisfaction Survey. Rather than waiting until after the New Year, our survey will now be sent out the week of November 8th.

Please take a moment to fill out the survey by November 24th, 2021 and as a result, we will select three participants to win a \$75 Amazon gift card.

Our 2021 Survey Goals

- To assess how satisfied our customers are with different aspects of our products and services
- Understanding your expectations
- Improving your overall customer experience

Please look out for the survey sent through SurveyMonkey.

Feel free to contact Ashley at Ashley.Becker@ise-erp.com or 888.473.0800 with any issues or ?s you may have.

