

THIS YEAR,

2015

BE **POWERFUL.**

HAPPY BIRTHDAYS TO:

JAY PERSONENI 1/12

KYLE JENSEN 1/25

ANNA QUIROS 1/10

**CONGRATS TO DIANE ROSSI
FOR 13 YEARS OF
WORKING AT INNOVEX!**

IN THIS ISSUE:

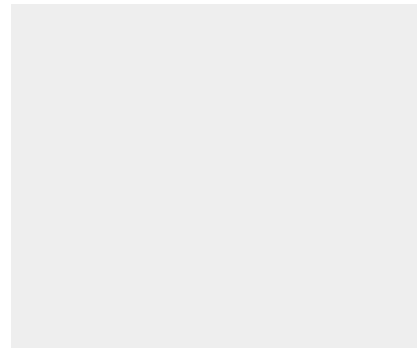
- Holiday Extravaganza!
- New Year Resolutions
- Client Spotlight
- Customer Committee Initiative
- Meet Our New Members
- Monthly Awards

AROUND THE OFFICE...

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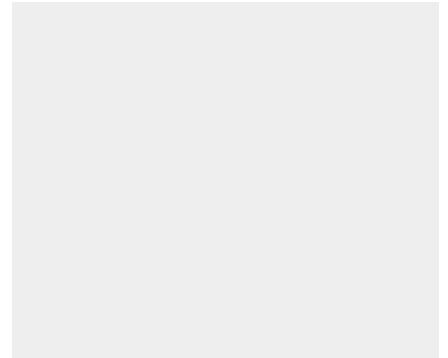
Annual Customer Appreciation Event

The Annual Customer Apprecia-
tion Event is being held this year
on Saturday, March 7th the PC
Friar's Basketball Game at the
Dunkin Donuts Centers! Select
members of Team INNOVEX treat



our clients to a fun night at the
PC Friar's Basketball Game.

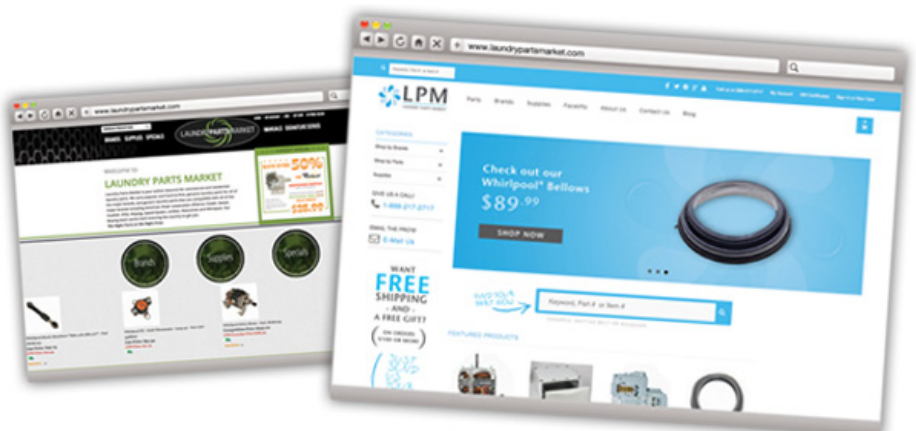
Team INNOVEX Committee Update



THE CLIENT SPOTLIGHT: **LPM** LAUNDRY PARTS MARKET

Laundry Parts Market is a growing online resource for commercial and residential laundry parts. Their business model focuses on getting their customers the right parts they need at the lowest possible price. They have clients that order their products online from all over the world.

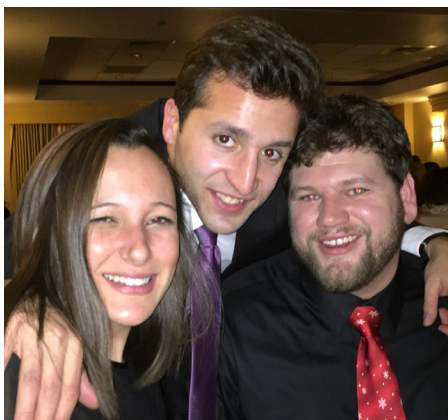
LPM came to INNOVEX to give their website a facelift. INNOVEX had the task of reorganizing their huge online inventory of over 3800 products. The website was given a fresh new look from black and green colors to a cleaner white and blue. We also created a brand new logo for LPM that better reflected their business. INNOVEX's Digital Marketing team is managing their social media, blogging, email marketing, search advertising, and display ads. We are excited to have LPM as a client and are proud of all the hard work we put into revamping their image!





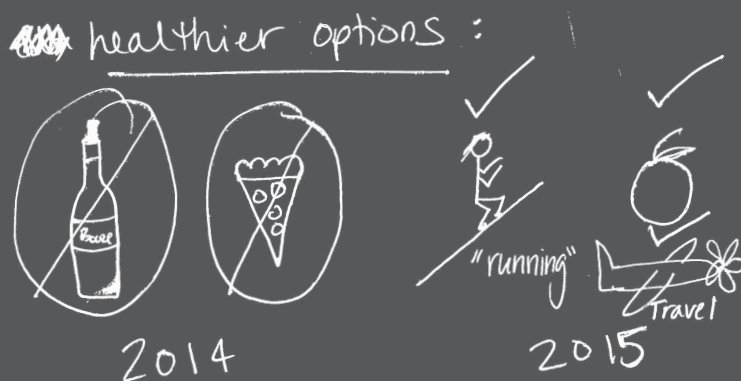
HOLIDAY EXTRAVAGANZA!

The holidays have come and gone, and we hope every member of Team INNOVEX had a wonderful holiday season. INNOVEX celebrated the holidays the right way, with our annual holiday party hosted at the Marriot in Providence, followed by the annual Holiday Gathering on Christmas Eve at the office. It was a fun and exciting way to close out the year. Here's to another great year!



To be a better and more patient person.

RON TURCOTTE
WHSE



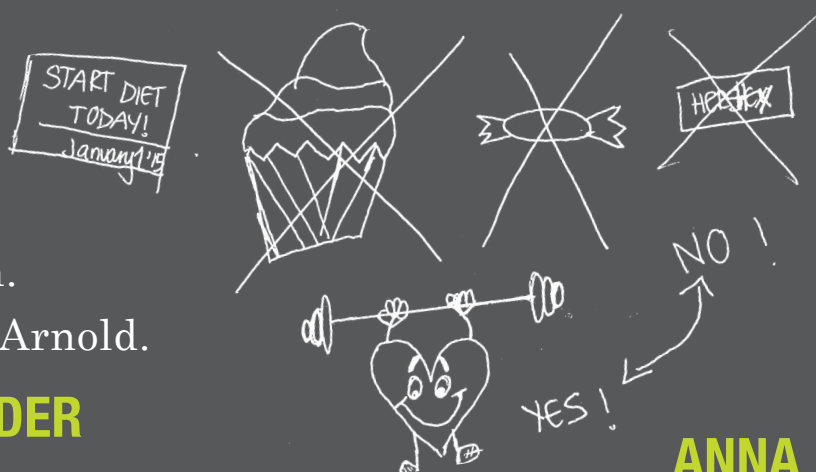
MEARA SANTORO
Marketing

Continue “maintaining at the gym”.
Clean up my diet a little more.
Start running more often indoor + outside.

ERIN DWYER
Front Desk, Administration

Learn to cook.
Learn Spanish.
Work-out like Arnold.

DAN ALEXANDER
Digital Marketing



Connect more
Send me

ANNA QUIROS
Digital Marketing

The Most
Memorable of
2014:

Top
Google
Searches
USA

1. Robin Williams
2. World Cup
3. Ebola
4. Malaysia Airlines
5. Flappy Bird
6. ALS Ice Bucket Challenge
7. ISIS
8. Ferguson
9. Frozen

Top
Google
Search
Provid

15 YEAR UTIONS

Get a car
Work out harder
Eat healthier
Go visit my family in California

BRYAN
Digital Marketing



ED
Digital Marketing

Bradley Cooper flow
Ryan Reynolds 6-pack

JOE BAGLEY
Customer Service



Do more Yoga

MELANIE BROZEK
Digital Marketing



NICK DAROSA
Depot

Exercise
e with extended family
ore cards out to people

JOYCE PARISI

Exercise 4-5 times a week
Eliminate processed foods + GMO products
Make more time for extended family

CHRIS PARISI
Marketing

Don't kill anyone again this year.

ED
IT DEPARTMENT

1. World Cup
2. Robin Williams
3. Ebola
4. 2048
5. Philip Seymour Hoffman
6. Joan Rivers
7. Malaysia Airlines
8. Outlook 365
9. Donald Sterling
10. Aspen

Top
Moments
INNOVEX
Office

1. Starting to work at INNOVEX (x4)
2. Sports-related (x3)
3. The birth of a baby relative (x2)
4. Turning ___ years-old (x2)

CUSTOMER SERVICE INITIATIVE

Team INNOVEX's Customer Service Committee has met every other week to identify & solve issues and develop initiatives to create better customer service.

Here are some of their contributions so far:



CUSTOMER SATISFACTION SURVEY

We sent a survey out to almost 2000 customers to determine the quality of service we are providing. With it we identified a baseline of Satisfaction Level, 73.2% of our customers are satisfied. We then followed up with all respondents, discussed issues, identified the main issues and developed initiatives to solve them.

EMPLOYEE SATISFACTION SURVEY

We sent survey out to all employees and identified top concerns. With the info we collected we are creating opportunities to learn & grow, defining clear-cut work duties & responsibilities, investing in employee training, and have developed a consistent performance review program.

CUSTOMER SERVICE PORTAL

We have also implemented a Customer Server Portal that gives us the ability to track all customer service issues. Since October we have entered and closed over 100 issues!

SOP PROGRAM

We are currently working on developing a program to standardize operating procedures to improve internal organizational operations.

TEAM INNOVEX DIRECTORY BY SUBJECT

To further help the improvement of internal operations and efficiency, we created a spreadsheet that outlines who the contact is for each issue/subject.

BRAND PROMISE

Lastly, we created new Brand Promise: *"To fully commit to our customers and create sustainable relationships by delivering superior services and innovative solutions for everyone, everyday."*

DELIVERABLES CREATED OR IN DEVELOPMENT

- New Customer Welcome Pamphlet
- Revised Sales Paperwork
- Toner Recycling Program,
- Proactive SOP on Excessive Service Report
- Customer Service Training Program
- Standard Operating Procedure Booklet
- INNOVEX Mobile App

MEET OUR NEW MEMBERS



BRYAN BARRERA,
Web Developer

Bryan hails from Los Angeles, California, and now currently resides in Providence, Rhode Island. He graduated from New England Tech with a degree in Graphics & Web Design. Before INNOVEX, he was a developer for Astonish Results for three years. Fun fact about Bryan, he used to work in construction with his uncle.



NICK DAROSA,
Depot Technician

Nick was born and raised in Lincoln, RI, Lonsdale to be exact. He recently moved to North Providence. Nick graduated from RIC where he majored in History and Management. Before INNOVEX, Nick worked at movie theaters, Chelos and managed a pool supplies store. Fun fact, Nick play the piano, having took lessons from an early age until college. When not working, Nick is an avid music and New England/Boston sports fan. He enjoys attending as many concerts and games as possible.

"Working for Innovex has been great. The people from top to bottom are awesome and I really feel like part of a team here."



ERIN DWYER,
Receptionist

Erin was born in Providence, although she never actually lived in RI until about 98'. She mostly grew up on the coast of Maine. Erin has worked many different types of jobs, ranging from Medical Secretary, Sales, Insurance Agent, Diet and Exercise consultant, Bartender and a few others in between. For the past 5 years she's spent the majority of her free time training and competing in fitness competitions. She has two children, a son Benjamin who is 12, and a daughter Paige who is 8. Health and fitness is very important to Erin and her kids, so she stays as active as much as possible year round.

"I've only been here @ INNOVEX for a little over a month so far, but I definitely can see this as long-term for me. I really like it, and everyone I work with too!"



JAY,
Position Here

Orthopedic Group, Inc. has been providing orthopedic services in

the Rhode Island area since the 1940s to implement this.



RICK GOLDEN,
Technology Account Executive

Rick was born in Chicago, raised and currently lives in Plymouth, Massachusetts. He received a BSBA from Northern Michigan University with a diploma in Business Management. Before INNOVEX, he was the Management Assistant at the Enterprise, Rent-a-Car, and the Outside Sales Representative at WB Mason Co. Rick has snowboarded down Tuckerman's Ravine and the East Vail Shoots. He has also fished for Striped Bass commercially every summer on Cape Cod. On his spare time, Rick enjoys golfing, snowboarding, hockey, fishing, snowmobiling, going to the beach, boating and eating out.

"Excited for the future. The company appears to be headed in the right direction since I have boarded. With the right moves and increasing my sales I see Management in the Boston branch in my future."



MONTHLY AWARDS

DECEMBER 2015

Congratulations to the “Players of the Month”, those who performed above and beyond expectations. Your hard work and dedication is recognized and greatly appreciated by every member of Team INNOVEX.

Award Position

KYLE JENSEN

Employee of the Month

ANDY PETE

Employee of the Month

ED KEDZIERSKI

EDITOR'S NOTE:



Christopher Parisi
Editor-in-Chief

I am glad to announce we are bringing back the newsletter old school style – a printed pamphlet. After testing out other ways (e-newsletter, digital sign, etc.) we spoke to folks and a majority preferred the printed newsletter.

As always, we appreciate any and all suggestions/input we can get to put in the Newsletter. We need it! Email Marketing@innovex.co for anything you feel can go in the newsletter.

Also, as we look back in 2014 we can be proud of all that we accomplished and look forward to the many milestones yet to achieve in 2015.

Have a great new year – take advantage of the clean slate!