



Sysdyne

December 12, 2011

Dear customers,

We hope this email finds you healthy and your business going strong.

We are writing today to announce a new Support Management System that we've formulated to better serve your needs and improve your access to timely and efficient assistance.

Given the customer operation data we've collected, we are now providing **online service** to subscribers from 5:00 am to 5:00 pm EST, Monday through Friday, excluding major holidays listed below.

Please note: **Dispatch** online support is free for ConcreteGo.com subscribers. **Batching** online support is only available to customers who purchase the annual subscription. Access to dispatch support is separate from access to batching support.

During off hours, 5:00 pm - 05:00 am EST, **free phone support** is available in case of emergencies. Our **toll free line 1-877-SYSDYNE (797-3963)** will connect you with a technician for assistance.

You are welcome to call our **direct office line 203-327-3649** or toll free number during working hours, 8:00 am - 5:00 pm EST, for free phone support as well.

Batching Customers: We've just posted the newest version of our batching software on our website. Please upgrade your software by clicking this link: [DOWNLOAD ME](#).

Batching License Renewals: The batching software will notify you of license expiration 7 days in advance. Please call us during normal working hours to update your license when the expiration notice pops up on your screen. Don't wait till the last minute!

Special Requests: We kindly ask you to inform us in advance of any nighttime pours or operations, as well as any weekend jobs, so that we can alert our technicians to be ready to act in case of an emergency. Email us at service@sysdynecorp.com with your customer name, the time you'll start the job and your serial number.

As always, Sysdyne is committed to providing 24/7 customer support. Please let us know if you have any questions. Thank you for doing business with us.

Sincerely,
The SYSDYNE staff

Holidays we are closed:
New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day and Friday after
Christmas Day and 26th of December

[Forward email](#)



Try it FREE today.

This email was sent to scosentino@sysdynecorp.com by scosentino@sysdynecorp.com | [Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).

Sysdyne Corp | 1055 Summer Street | 1st Floor | Stamford | CT | 06905