STEELHEAD technologies

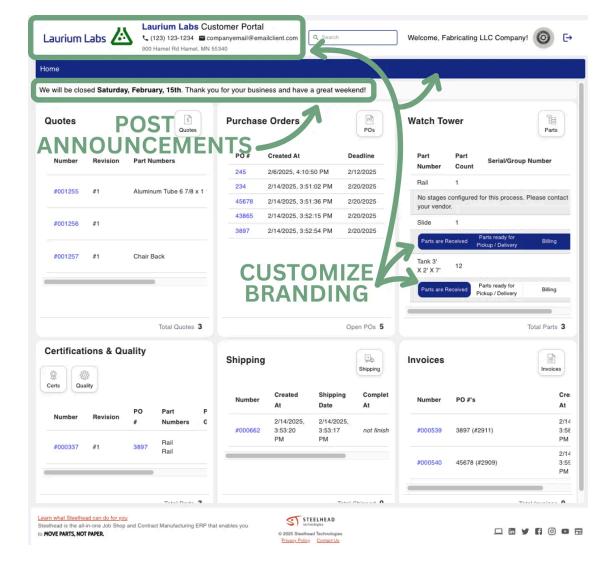# FRESH FEATURES
Weekly Product Updates

Win More Business With Smarter Service:
Welcome to Your New Steelhead Customer Portal!

A Powerful Portal Experience with Marketing, Branding, and Security Enhancements - Arriving 2-25-2025!

Stand out in the market and win more business with the upcoming Customer Portal updates. Providing a highly secure, superior experience that builds trust and customer satisfaction, the updated Portal will also free up time previously spent answering phone calls and responding to emails to focus on high value tasks.
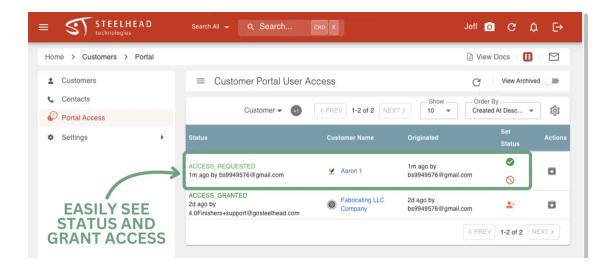
Customize the look and feel of your Customer Portal with your own branding and color scheme!

What's New?

The new Portal is a powerful self-service platform that empowers you to serve your customers better while saving time and effort.

- **Full Control:** You decide which customers gain access and what they see, with customizable branding options that reflect your business identity.
- **Enhanced Security:** The new sign-up process ensures only authenticated users can access your portal, keeping your data safe.
- **Improved Efficiency:** Your customers can now access everything they need in one place, reducing back-and-forth communication and freeing up your time for other priorities.

View Portal status by Customer/User name and easily grant access as desired!

How It Works

1. Send your customers an invitation to your Customer Portal directly, or include an invitation to request access when you email them documents.
2. After they've received your invite, or you've approved their request for access, your customers will receive a sign-up notification and create a username and password. The first user of each company will sign the Terms and Conditions.
3. Once signed up, your customer can access your portal and benefit from its self-service features anytime!

Why your customers will love the new Portal

For your customers, the portal offers convenience and a great experience with your company. Your customers will:

- Gain access to key documents without having to call or email.
- Reduce their cost of doing business with you by offering secure self-service.
- Enjoy a more personalized and professional experience with your business.

We're confident this update will not only improve how you manage customer relationships but also enhance the value you provide to them.

Want to send your customers a heads up?

We know you may want to let your customers know about this new customer experience available to them. We wrote up a template that you can easily copy and

paste into your email. All you need to do is customize it and click Send!

Transform your customer experience and take your service to the next level with this update, scheduled for release on Tuesday, February 25th, 2025.

Reach out to us at support@gosteelhead.com with any questions!

Elevate Your Equipment Management

Last chance to sign up!

Improve the way you manage your equipment with Steelhead. Join our masterclass on Wednesday, February 26th at 12pm CST! In this live webinar, you'll learn about:

- Creating maintenance plans and events
- Adding new equipment and reviewing maintenance nodes
- Exploring sensor dashboards and new sensors

Register below:

Product Update Highlights

Multiple Label Filters in Watch Tower

Within the Watch Tower, you can now add multiple Labels to filter the list.

VIEW ALL PRODUCT UPDATES

These updates are designed to help you save time and have your shop running more efficiently.

Please reach out to your Customer Success Manager or email us at support@gosteelhead.com with any questions!