

The Weekly Catch

Updates and information you don't want to miss!

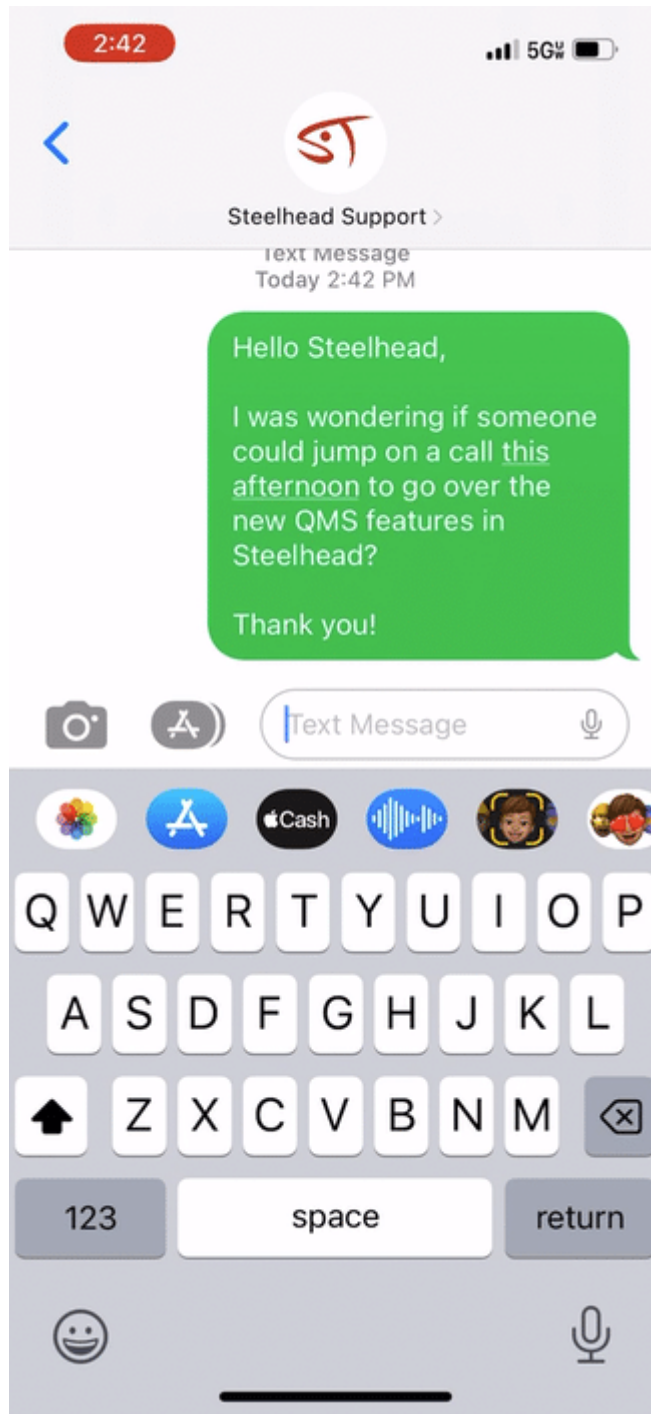
Next Level Customer Service

Easily access your dedicated support team by text!

"Customer service shouldn't just be a department, it should be the entire company."

- Tony Hsieh, CEO of Zappos

We understand the importance of providing top-notch customer service. That's why we take pride in offering multiple channels for support including phone calls, emails, in-app forms, and now... text messaging!



DOWNLOAD SH SUPPORT CONTACT ON YOUR PHONE

VIEW OTHER PRODUCT UPDATES

Shop Spotlight

Take a look at this innovator in metal finishing!

Quality Painting came to Steelhead overflowing with ambition and a commitment to growth. They sought a platform that could keep up with their processes, customer requests, and service offerings that provided visibility and control.

Quality Painting offers liquid painting, powder coating, and industrial finishing services in the greater Minnesota area.

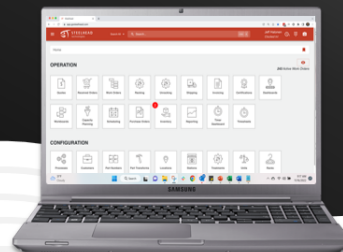


Chrissy Pennaz, Customer Support and Process Improvement Manager stands next to the Quality Painting sign with her Steelhead Technologies backpack!

“One of the biggest benefits that we have seen with our implementation is that we now have visibility to job costing on a much more detailed level. We have been able to raise pricing on an as-needed basis and the customers have been very receptive to the increases.”

Chrissy Pennaz, Customer Support Manager

QP Quality Painting
and Metal Finishing



"Steelhead has made our life here so much easier. One of the biggest benefits that we have seen with our implementation is that we now have visibility to job costing on a much more detailed level.

We have been able to raise pricing on an as-needed basis and the customers have been very receptive to the increases. It has also helped us to see where we need to figure out ways to be more productive with the current workload. We now have one place for us to all work out of vs. going to a few different programs to get what we need.

This has also helped us with training our new hires the same way, every time. The part number instructions that follow the job as they come into the shop, have made it so that all of the operators consistently know which steps to take at each step of the process. All the information they need is at their fingertips, every single time. It makes things so consistent."

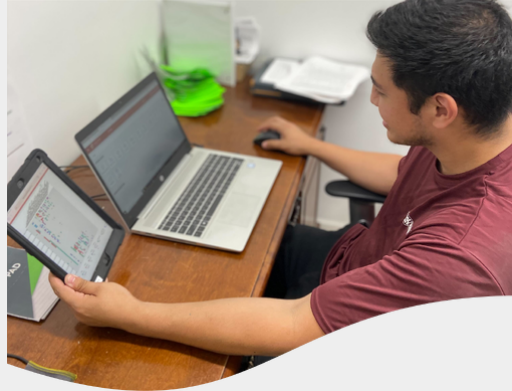
***Thank you for letting us support you in your growth,
Quality Painting!***

Articles

This week's articles highlight how to select the right solution to digitize your job shop. Check them out!



5 RED FLAGS WHEN IT COMES TO CHOOSING JOB SHOP SOFTWARE



News & Events

SURFIN 2023

SUR/FIN 2023 was a must-attend event that showcased the latest advancements in the surface finishing industry. Steelhead Technologies was a major contributor, stressing the need for informed quoting and automation to achieve profitability. The event was successful in bringing together thousands of professionals, advancing the industry, and driving growth.

Check out this event showcase video to learn more!



The Job Shop Playbook

Now available on Amazon!

The Job Shop Playbook is jam-packed with information from the sales and marketing process, all the way through to succession planning to transform your shop into a profit-generating machine. **Get your copy on Amazon today!**

GET MY COPY



Steelhead Technologies, 100 5th Street, Suite 2, Calumet, MI 49913, United States

[Unsubscribe](#) [Manage preferences](#)