

You shared. We listened.

It's one thing to send out a survey. It's another thing to use it to drive change. We spent this past year doing just that.

HERE ARE A FEW EXAMPLES OF THE IMPROVEMENTS WE MADE BASED ON YOUR FEEDBACK:

"Make it easier to manage our software licenses"

"Faster micro control software and quick access to how-to information"

"FactoryTalk® View SE is too expensive"

"Make it easier to expand my visualization system"

"It takes too long to talk to a TechConnectSM online representative"

"Customer service takes too long to respond"

Upgraded commerce portal to give over 150,000 users better visibility and management tools for their software licenses

Improved [CONNECTED COMPONENTS WORKBENCH™](#) performance and created [system](#), [software](#) and [controller](#) tutorials to simplify experience

Simplified licensing model with an enhanced pricing structure. [Explore what's new in FactoryTalk® View SE](#)

Unlimited displays, web clients, and more are now [standard in FactoryTalk® View SE](#)

Improved processes globally to shave a full minute from wait times - from a 2:40 average to 1:40

Responded faster to customer inquiries (85% now get a response within 24 hours), while maintaining resolution time

WE'RE NOT STOPPING

It's time for the **2023 Customer Experience Survey**. Watch your inbox as you may receive an invitation to participate. Your feedback will once again help us provide the best possible products, services, and solutions to help you be more productive.

Thank you for your valuable insight!

GLOBAL SUPPLY CHAIN UPDATE

While broad-based supply chain challenges continue for many industries, including ours, we are beginning to see improvements, with some product lines returning to pre-pandemic [lead times](#). Other product lines remain constrained in the near-term, but we are confident that we will continue to see improvements as a result of the actions we are taking, including adding production capacity, completing product redesigns, partnering with suppliers, and with new product introductions.