

# You shared. We listened.

This past year, we got to work creating positive change based on your survey feedback. For starters, we **reduced survey completion time to only 10 minutes**, and made it mobile friendly. Here are just a few examples of product and service improvements:

“Enable easier firmware updates”

“Keep me informed about my products”

“Simplify safety relay installation and configuration”

“Help me use PanelView™, FactoryTalk® View SE & ME and FactoryTalk® AssetCentre”

“Deliver consistent aftermarket services across the regions”

“Make my Micro800™ controller programming environment more like Logix”

We seamlessly integrated the new ControlFLASH Plus™ software with the Product Compatibility and Download Center ([PCDC](#)) for quick access to the latest updates. Also, you can now update multiple devices at once, a 60% time savings.

PCDC and other platforms can now notify you on lifecycle status, replacement information, product safety or security notices and firmware/software updates.

We developed 5 new safety relay [migration and application](#) guides.

We created 40 new YouTube videos on product configuration and common application scenarios, helping 34,000 people to date!

We restructured our services business for more commonality in offerings, service levels and experiences around the world.

Connected Components Workbench™ software now has an available Logix theme and ladder logic copy/paste with Logix programming packages for code reuse.

## HELP US TAKE IT TO THE NEXT LEVEL

It's time for the 2019 Customer Experience Survey, distributed by third-party research firm, Burke, Inc. Your input 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!