



HYPACK
a xylem brand

Sounding Better!

To 2019 and Beyond!

By Joseph Adamski

By the time this article is posted, the 2019 release will be available on the HYPACK website. That means it's time to go full steam on developing items for the next year at HYPACK. While I won't go into specific items (Sorry competitors!), I can say that it's shaping up to be an exciting year at HYPACK. Down in the basement, where HYPACK hides its software developers, we're working on items that are driven by customer feedback.

The customer feedback guiding us in our 2019 development arises from many sources including technical support calls, direct conversation with customers, and the yearly user training event. If a customer has an idea for a program, HYPACK keeps a record of it even if we don't act upon it right away. So rest assured, your voice is being heard whenever you call in with the next great surveying idea.

Using that feedback, prioritization is made on a constant basis to ensure that HYPACK is providing the most value it can to its customer base. It's also quite motivating for Software Engineers to know their work-in-progress is something that users are craving.

If there are any ideas or feedback you'd like to submit, I can be reached at Joseph@hypack.com. I'll close off with a picture of two HYPACK Software Engineers enjoying the electric scooters at our Corpus Christi training event. I rode around with a few customers as well!

