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Digitech Systems Vice President Recognized by *ENX Magazine*

Nathan Schwenke Named 2023 Difference Maker

Greenwood Village, CO – May 1, 2023 – [ENX Magazine](#) has selected Nathan Schwenke, Vice President (VP) of Customer Support at [Digitech Systems](#), as a [2023 Difference Maker](#). This award recognizes individuals for extraordinary contributions to their employers and the information management industry.

Nathan joined the Digitech Systems team almost twenty years ago as a customer service representative answering incoming customer calls. From his experience on the front lines of technical support, he developed a deep understanding of customer needs and challenges. He knows that when folks call in for help, they're often frustrated and unable to move forward in their own tasks and responsibilities. He is an expert in using our [ImageSilo®](#), [PaperVision® Enterprise](#), and [PaperVision® Capture](#) technologies to help. This laser focus on customer results has motivated him to boost customer service across the team and the company as he has risen to his current role of VP.

Nathan leads an exceptional group of workers who deeply care about the needs of the individuals who reach out for support. Whether it's a five-minute fix or a more complex situation, each service representative is committed to getting the customer's organization running smoothly again, and it shows in the comments they receive and the analytics we track. Under Nathan's leadership, our legendary support team offers best-in-class service, including:

- Putting a live product expert on the call within 5 seconds on average and within 20 seconds 99% of the time.
- Resolving 88% of cases on the same day they're opened.
- Receiving a 98% satisfaction rating from the individuals who have called in for help.

That's an astonishing standard and an outstanding example of service for our entire industry!

Perhaps the most remarkable thing about Nathan, however, is that he is not just motivated by individual accomplishments. He's among the first to share positive feedback across the organization, to offer congratulations on others achievements, and to step in to help other teams when needed. He even implemented annual awards and regular training, advancement, and recognition opportunities for the technical support team. He is a difference maker not only for Digitech Systems, but also for our customers, distribution partners, vendors, and more.

"For years, we've referred to our technical support team as legendary, and Nathan is a huge part of that! We believe they provide some of the best human-to-human customer service experiences available, and we take great pride in their 98% satisfaction rating. Congratulations to Nathan on being recognized as a 2023 Difference Maker for the information management industry!"

John Gabriel
CFO & COO, Digitech Systems

Learn more about why we call our customer service legendary in this [video](#) and by visiting our [website](#).

About Digitech Systems, LLC

Digitech Systems is the most trusted choice for intelligent information management and business process automation. Preferred by thousands of businesses worldwide from global conglomerates to Main Street, teams count on Digitech Systems to pave the path to more meaningful work by transforming how they handle digital files, processes, documents and more.



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Celebrated by industry analysts and insiders for creating the best enterprise content management and workflow solutions on the market, Digitech Systems has an unsurpassed legacy of accelerating business performance by streamlining digital processes for organizations of any size with the PaperVision® and ImageSilo® brands. For decades, Digitech Systems' technologies have kept their customers on the knowledge management leading edge. To learn more about Digitech Systems and their award-winning suite of information management, workflow, electronic forms, and robotic process automation technologies, visit www.digitechsystems.com.