



Local 665
HAWAII'S TECHNICIANS
for
FILM, TELEVISION, STAGE AND PROJECTION
Since 1937

INTERNATIONAL ALLIANCE OF THEATRICAL STAGE EMPLOYEES, MOVING PICTURE TECHNICIANS, ARTISTS AND ALLIED CRAFTS
OF THE UNITED STATES, ITS TERRITORIES AND CANADA, AFL-CIO, CLC

To Whom This May Concern:

We have used the Union Impact software since January 2017, and it has been a lifesaver when trying to find members to fill labor requests.

Although they offer multiple modules, we use Union Impact's dispatch module. They gave me a 30-day trial period, and I'm sure they regretted it as I put them through the ringer. First, we did an online tutorial and then I had them upload over 1,000 workers into the software. Over the 30-day period, I called them at all hours of the day, multiple times a day, to customize the software to our specifications. Not once did anyone complain or become exasperated with my endless questions and requests. Instead, they answered my calls or emails immediately and quickly configured the software for us. Artur Pynda responded to every question I had promptly and thoroughly. His time zone is three hours ahead of me so sometimes it's in the dead of night when I text or email him. Their customer service is OUTSTANDING, and we now have a completely customized dispatch program. Because the software is in the cloud, I can access the software anywhere from my phone or tablet.

The software allows me to list the member's contact information and any notes I might want to add, and their site is very secure. Artur showed me how to find the encryption certificate for the software, and it's the same one that banks and large corporations use. I would not hesitate to put sensitive information on their site.

The software sends a dispatch by texting and emailing qualified members, and they can respond from their phone. I have been able to fill every call at a moment's notice. The first month using it, the program sent out 700 texts to members. Our members are happier because they are working, and our employers are happier because they have experienced workers on site. Win-Win!

I would recommend Union Impact to anyone who needs to get in touch with their workers at a moment's notice and wants a technical support staff that cares about their business.

Mahalo,

Irish Barber
Business Representative
IATSE Local 665