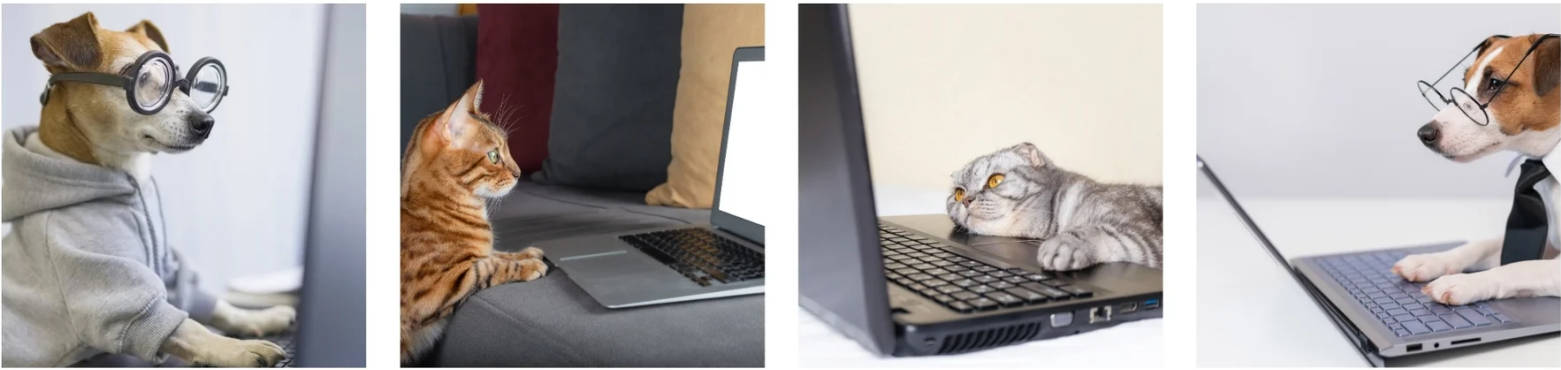


#DYK: DID YOU KNOW?

Discover fascinating tidbits about our departments!



IT Department

Did you know...

- ...Cole's IT department is made up of two teams? The **Developer Team** (developers, programmers, analysts) and the **IT Support Team** (IT support, IT security, and system administration) work together to keep systems running and improving every day.
- ...our IT team is truly global? We represent **11 different countries and speak 13 different languages** — diversity is built right into our tech stack.
- ...**over 100 Cole apps** have already been developed and deployed? And yes — more are currently in development behind the scenes.
- ...before opening an **IT ticket**, a solution might already exist? Many common questions and fixes are documented directly within the ticketing system, on our **"Knowledge Base"**.
- ...**Ring Central** has a mobile app for iOS and Android? Stay connected on the go.
- ...**BookStack** is your one-stop hub for Cole's internal knowledge?

Looking for answers? Don't reinvent the wheel — open **BookStack**.

BookStack Feature	What it means for you
Structured like real books	Information is organized into chapters and pages, so it's easy to follow and not overwhelming.
Searchable content	No need to dig through emails or ask around - just type a keyword to find what you need.
Always up to date	When something is updated, it's instantly visible to everyone. No outdated versions floating around.
Easy to navigate	Simple interface makes it usable for everyone - no technical background required.
Access with your work account	Just log in using your regular Cole credentials - no new passwords or signups.

(And yes - if the Wi-Fi works, you can thank IT.)

Stay tuned for a different featured department next month!

Cole International Inc. 1111 49 Avenue NE Calgary Alberta T2E-8V2 Canada

You received this email because you are subscribed to Cole Customer Communications from Cole International Inc..

Update your [email preferences](#) to choose the types of emails you receive.

[Unsubscribe from all future emails](#)