

ISSUE 1 | VOL 2 | DECEMBER 2021

# ADMINISTRATOR

ALLEY

GET TO  
KNOW HER

SEE WHAT  
THIS CHICAGO  
NATIVE IS  
ALL ABOUT

BETTY  
RIVERA  
SUPER USER

TECHSTREET  
ENTERPRISE



# BETTY RIVERA: LIFE OF AN ADMIN

Take a peek into the life of super user Betty Rivera and how she leverages Techstreet Enterprise

Meet Betty Rivera—one of the many Administrators Techstreet is proud to work with.

Betty holds an MBA with a focus in Industrial & Organizational Psychology and is very passionate about talent development and career growth.

She has been with her current organization and working with standards providers for over nine years, and has been working with Techstreet for almost five of those years.

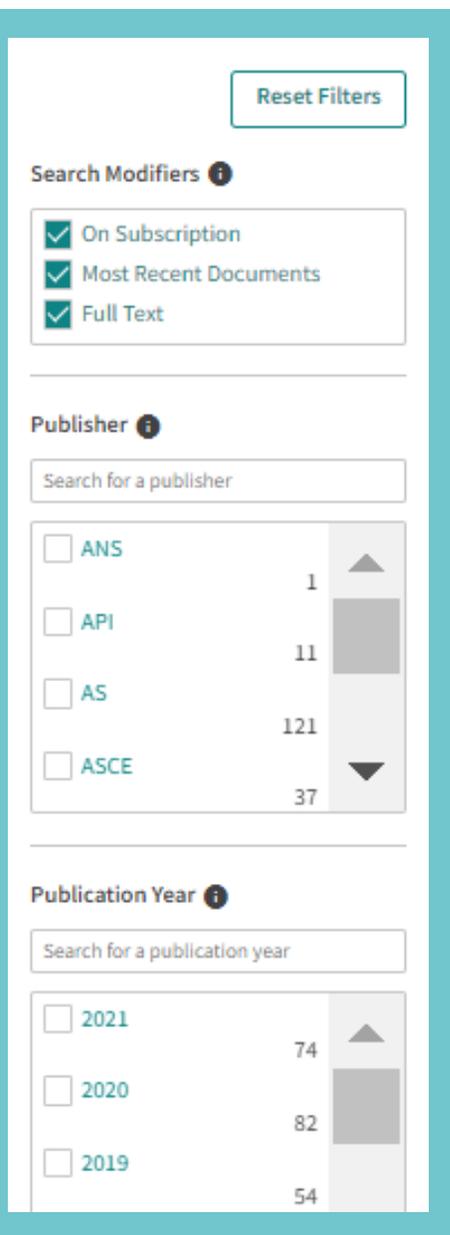
\*\*\*\*

**Techstreet:** Why do you choose to work with Techstreet?

**Betty:** We chose Techstreet over the competition for several reasons; ultimately, it was the ease of new account registration and usability, in addition to the global accessibility of the platform, 24 hours a day, that set Techstreet apart from their competitors. It was clear to us that choosing Techstreet over another provider would guarantee a level of customer satisfaction that was superior to other providers in the marketplace.

**"...choosing Techstreet over another provider would guarantee a level of customer satisfaction that was superior..."**

"A general search for a standard can sometimes yield A TON of results."



**Techstreet: What's your favorite part about working with us?**

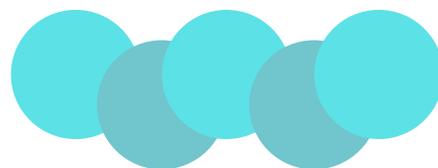
Betty: Our favorite part of working with Techstreet is, by far, the stellar support we receive from their Customer Service Team. As the administrator, I would not be able to manage all of the requests and inquiries from our users without the help of Karen Gratke, Amy Ledford, Mike Visser, and Lewis Poole over the years. I cannot thank them enough; they are all rock stars!

**Techstreet: Does your organization depend on usage analytics to ensure ROI and optimal configuration of standards in your organization?**

Betty: Not only does our organization rely heavily on usage analytics to properly allocate costs across our various locations around the world, but they are also integral in helping us to determine the appropriate mix of documents that we subscribe to on an annual basis. Because the needs of our business are quite unique, the scope of standards we need access to can vary from year to year; having these metrics readily available helps to support our efforts in analyzing current trends, while also providing us with insight on the areas we can direct our focus for the following year.

**Techstreet: What's your best #SuperUser tip for other Techstreet Enterprise users out there?**

Betty: A general search for a standard can sometimes yield A TON of results. I always strongly encourage the use of the "Search Modifiers" on the left side of the screen to narrow down the number of results, so as not to get overwhelmed looking through pages of information.



## BETTY'S 3 THINGS TO LOOK FOR IN A STANDARDS PROVIDER

See what Betty has to say about Techstreet's global accessibility, usage reporting tools and stellar customer support:

### GLOBAL ACCESSIBILITY

"While we are a company of 40K+ employees, I manage the subscription for one division. We have 2,500 registered users on our platform that sit at locations all around the world; needless to say, the platform we use needs to be accessible 24 hours a day, seven days a week, globally."

### USAGE REPORTING TOOLS

"I manage the subscription for one division, however, that division has multiple business lines, each with their own budget. The reporting tools that are available allow me to easily allocate costs to each business line's budget, and provide each of the Business Line owners with the relevant data they need to support forecasting, trends, and identifying new areas of potential business opportunities."

### CUSTOMER SUPPORT

"Being a member of a team with limited resources means that my bandwidth to respond to my users in a timely manner is very, very limited. Many of my users don't entirely understand the innerworkings of the platform; while that's okay because they don't NEED to know, I often feel as though they think that I can simply press a button on my side of the system to grant them access to everything they need at the very moment they ask. In reality, all of us "super users" know that's NOT how it works; having a responsive, knowledgeable, friendly Customer Care team to help field all of the requests and inquiries has been instrumental in the success of my organization's transition to Techstreet, almost five years ago."

# RAPIDFIRE QUESTIONS WITH BETTY

**Q:** Dogs or cats?

**A:** Dogs – I want ALL the dogs!

**Q:** What is one place you want to travel to that you have never been?

**A:** If I had to choose just one, it would be Seville, Spain.

**Q:** If you were an ice cream flavor, what would you be?

**A:** Neapolitan – I am one of the most indecisive people you can ever meet. But, once I do make a decision, I unequivocally stand by it.

**Q:** If you could have one superpower, what would it be?

**A:** The ability to talk to all the animals!

**FUN FACT:**  
Betty has EIGHTEEN  
nieces and nephews!

## ALL ABOUT BETTY RIVERA

"I am one of THOSE people," Betty says, making reference to people who answer the common "Where are you from?" question with the name of a big city instead of the surrounding suburb they *actually* reside in.

But it's clear this Illinois native is no stranger to the city of Chicago, where she was born and raised, despite the fact that these days she calls the northwest suburbs "home."

"Hey – if I can still tell the 'Average Joe' how to get around the city on public transportation and to steer clear of Addison & Clark/Addison & Sheffield on Cubs game days, I don't think I should have to give up that claim!"

She also comes from an absolutely massive family where she is one of seven siblings—four sisters and two brothers!

Over the course of the last 35 years, her parents fostered over 70 children.

"They have three biological children, adopted one child, and there are three of us that, even though we aged out of foster care and were never adopted, have stuck around to permanently become part of the family."

Her family until a couple years ago also included her very loved fur baby, Bailey, a beagle-dachshund mix whom she lost in March of 2019. Betty says she finally feels ready to adopt and bring home another furry friend in the near future.

Outside of family and work, Betty loves to craft—something she picked up about a year ago. She loves using her creativity and picking up new skills.

## BETTY'S BEST ADVICE

- 1 "If you stand for nothing, you will fall for anything. ALWAYS have something you stand for, uncompromisingly."
- 2 "ALWAYS give 100% to everything you do."
- 3 "ALWAYS be kind to everyone you meet; a person without a home and the individual who cleans restrooms for a living deserve the same respect and kindness you'd give to your favorite celebrity."
- 4 "Change can be scary and it's okay to be scared. Everything will be okay."
- 5 "YOLO (You only live once!)"