

# 2018 STELLAR SERVICE AWARDS GUIDE

2017 marked a major transition for the pro AV industry. An evolving ethos finally reached critical mass: InfoComm became AVIXA, and the shift from a technology-centric industry to one focused on the user experience was solidified.

Now, talk of “experience” seems to permeate every conversation; making sure clients get the most out of their technology has never been so vital. But what about technology integrators themselves? There’s a critical component to the realization of their mission that unfortunately tends to go unrecognized: service.

At SCN, we make it part of our annual mission to ensure these behind-the-scenes efforts—from project management, to tech support, to training programs—receive the credit they deserve for their contribution to the creation of successful user experiences, as well as to the everyday experience of the men and women that work to bring those about.



**BEST USE OF AN AFTERNOON (BEST ONLINE TRAINING)**

**Platinum:** Peerless-AV  
**Gold:** AVAD  
**Silver:** Crestron

**SALES SUPPORT YOU CAN BELIEVE IN (BEST SALES OPERATION)**

**Platinum:** Symetrix  
**Gold:** Peerless-AV  
**Silver:** AVAD

**YOUR DESIGN CO-PILOT (BEST DESIGN SERVICES)**

**Platinum:** Middle Atlantic Products  
**Gold:** Crestron  
**Silver:** AVAD

**BEST EXCUSE TO LEAVE THE OFFICE (BEST IN-HOUSE TRAINING PROGRAM)**

**Platinum:** BrightSign  
**Gold:** Extron  
**Silver:** SYNnex Corporation

**THE NUMBER YOU HAVE ON AUTODIAL (BEST TECH SUPPORT)**

**Platinum:** ANC  
**Gold:** Symetrix  
**Silver:** Extron

**YOUR BEST DEFENSE AGAINST SCOPE CREEP (BEST PROJECT MANAGEMENT PLATFORM)**

**Platinum:** D-Tools

**THE DEALER PORTAL YOU WANT TO KEEP GOING BACK TO (BEST WEBSITE DEALER PORTAL)**

**Platinum:** Extron  
**Gold:** Middle Atlantic Products  
**Silver:** Crestron

**MORE ONLINE**

Read more about the winners and a description of their stellar offerings online at [avnetwork.com/scn0418](http://avnetwork.com/scn0418)