

**We are Aiphone, your partner in security communication solutions. Far from a startup, we have been the worldwide industry leader for over 70 years. We are proud to say our breadth of product options, unrivaled service, and outstanding support are unmatched by any other intercom manufacturer across the globe.**

**Working with us creates new opportunities and significant advantages. Below we highlight a few examples where we helped solve integrator pain points to ensure customer satisfaction. If your organization relates to any of these customer stories, we can support you and help eliminate your intercom frustrations.**

WE MAKE ‘EM LIKE WE ALWAYS HAVE; FREAKISHLY RELIABLE

**The Integrator Pain Point:** Lack of product longevity after installation.

**The Story:** A popular security integrator was receiving feedback that customers were dissatisfied. Just a couple years after completing a large amusement park’s security system, the IP video intercoms that were selected began to only work intermittently or failed to work altogether. Customers were rightfully upset; their intercom system should have had a much longer operating life span.

**The Aiphone Advantage:** After teaming with a local Aiphone expert, the security integrator was quickly guided to a system which could easily replace the intercom that was originally installed. They were able to reuse the network cable too, helping them to save on wire and labor costs. The best part for the integrator was they did not hear from the amusement park operators regarding intercom issues again. They did, however, hear from the operators when more Aiphone intercoms were needed.



OUR SERVICE SETS US APART

**The Integrator Pain Point:** Not getting post-sale service from a manufacturer.

**The Story:** An enterprise-level integrator had just finished an extremely large security job across a multi-building campus. The customer wanted a video intercom as part of their security platform, and when presented with choices, opted for a system from a startup manufacturer because they liked the stations’ aesthetics. While the intercoms looked good, they ended up being incompatible with the platform so the integrator tried to exchange the product. The manufacturer was difficult to reach and hard to work with, causing a financial burden for the customer and a distrust between the customer and the integrator. While it wasn’t the integrators’ fault they were ghosted by the manufacturer, the customer had a different perception since it was still an option the integrator presented.

**The Aiphone Advantage:** While we were not able to recoup the customer’s money from the startup, we proved immediately that by working with us, they were getting top-notch service. Whether the integrator contacted us on the customer’s behalf, or the handful of times the customer contacted us directly, we were responsive and involved as they needed. Not only did the integrator and customer receive consistent service—a promise we uphold through our award-winning teams and commitment to quality—the integrator also gained a customer who trusted them with future security installments.

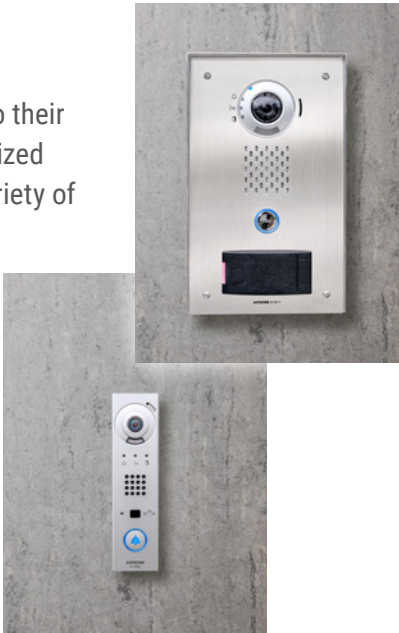


SYSTEMS FOR THE MOST UNIQUE DEMANDS

**The Integrator Pain Point:** Having very limited product solutions for customers.

**The Story:** A smaller integrator team had the opportunity to work with a school district local to their area. When the school administrators approached them with their requirements, the team realized they were unable to meet the intercom portion of the security job. Administrators wanted a variety of stations for the interior and exterior locations, including specific finishes and mounting styles. They also wanted a mix of audio stations and video stations to integrate with their existing PA system. The integrator worked with two intercom manufacturers at the time; but neither could offer exactly what the customer wanted.

**The Aiphone Advantage:** The integrator team stopped by our booth at a security trade show to chat about the school's specific security intercom system requirements. Many of the products were at the show, so the team was able to try them in action and knew right away a system could be tailored to exactly match what the administrators wanted for their school. They were thrilled. We exchanged information at the show and immediately started helping design their next intercom integration project.



When you work with us, you get more than an intercom. You get our Aiphone promise: **superior solutions, service, and support.**

**<< Check us out**