

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.

ACCESS TO ONLINE RESOURCES 24/7

The Integrator Pain Point: Not having quick access to product details.

The Story: A sales team at a large security center was extremely close to solidifying a project with a high-end retail customer. The customer wanted entry security and video monitoring throughout multiple outlets and parking garages. Before deciding to use this center's services, they asked for exact specs and features of each component the team anticipated to pitch. This seemed easy enough, until it came time to find this information. When the security team consulted the manufacturer's website, it was difficult to navigate and they weren't able to find the needed details. After emailing and calling to get this information for their customers, it took almost a week to hear back from the manufacturer. When they did hear back, they received minimal product details. By that time it didn't matter, the customer went with another security firm.



The Aiphone Advantage: Shortly after that search debacle, the security center's sales team had another opportunity for a large project in the correctional industry. Being meticulous for different reasons, this customer required the same level of product details the retail customer wanted. For this project, the team selected an Aiphone intercom for the entry security and video monitoring installation. Easily accessible on our website, the team was able to quickly provide the customer product spec sheets, operations manuals, installation instructions, sales brochures, and even how-to videos. All free without subscription and readily available online.

SYSTEM DESIGN TOOL TAKES OUT THE GUESSWORK



The Integrator Pain Point: Spending too much time finding compatible stations for a customer's unique system requirements.

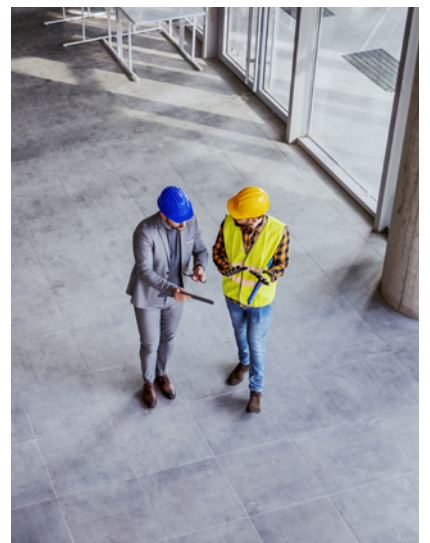
The Story: Owners of an office high-rise with an attached parking garage reached out to a well-known integrator to help design their security platform. Since intercoms were needed in various locations, a different station type and style were required to accommodate the specific areas. The intercom manufacturer for this project did not have an online tool or method for the integrator to easily find and select components with the exact form and functions the customer required. Instead, the integrator spent the better part of two days searching the manufacturer's website and trying to connect with their reps via phone, only to discover the manufacturer was not able to supply the necessary components.

The Aiphone Advantage: To ensure their customer's satisfaction, the integrator had to select a different manufacturer who could provide the assortment of stations—they chose an Aiphone system. Since Aiphone offered a free online system design tool, the integrator was able to get a complete and accurate parts list based on the criteria the customer required. Swiftly.

LOCAL EXPERTS HELP WITH FREE ASSESSMENTS

The Integrator Pain Point: Getting inadequate support from a manufacturer.

The Story: A large integrator was working with administrators at a business campus to design and implement their security system. When it came time to install the various components, the customers were disappointed to discover many of the intercom stations did not physically fit in the spaces where they requested. This surprised the integrator too, who was assured by the supplier their intercoms would accommodate the campus' requirements. Even worse, the integrator did not have solid support or a unified team representing the manufacturer to assist in rectifying the situation. This caused a delay in the project to change suppliers to ensure the integrator's customers were satisfied.



The Aiphone Advantage: For their next project, this large integrator chose to work with us at Aiphone. As a free service, our local experts showed up with the integrator and installer to do an entire site assessment for the customer prior to any purchase of our systems. By doing a complete walk-through consultation with the customers, we were able to determine their specialized security needs. We helped design their system layout and provided all the technical information needed to ensure every station met the spec for the location it was intended to be installed.



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

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