

THE AIPHONE ADVANTAGE

BUILDING BUSINESS | CREATING CONNECTIONS | SHARING SUCCESS

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.

DOUBLE-CERTIFIED GUARANTEES COMPATIBILITY

The Integrator Pain Point: Assuming intercom products are always compatible with their security software, only to learn otherwise after installation.

The Story: Before teaming with our Aiphone experts, this well-known security integrator would default to the same intercom manufacturers knowing that their software had been compatible with these suppliers in the past. Unknown to the integrator, manufacturers were making updates without informing them. This caused multiple delays in projects because stations were no longer functioning due to incompatibility errors. The integrator could no longer assume their current suppliers had seamless solutions.

The Aiphone Advantage: After weeks of building a partnership with this well-known security integrator, we took it upon ourselves to cross-test our stations with the integrator's platform. At the same time, the integrator certified each station, ensuring product compatibility and integrations on their end. As we had product firmware updates, we notified their team so further testing could be done prior to future deployments. We continued to have open, clear communication with the integrator to make sure every project with our intercoms would go smoothly and functioned as expected.



REDEFINING WHAT ONE SYSTEM CAN DO

The Integrator Pain Point: Unable to offer customers a variety of components and accessories.

The Story: After many years of working with the same intercom manufacturer, this integrator team recognized they were losing customers when they were unable to supply more than a handful of intercom options. Frankly, their supplier was too basic for the needs of the integrator's growing customer base.

The Aiphone Advantage: After getting an introductory email from our Aiphone experts, the integrator team discovered our flagship security system. As our most flexible and powerful solution, robust with a wide variety of station styles and accessories, our IP video intercom provided the components required to meet their customer's exact needs. This also included ADA requirements.



ALLOW US TO DEMONSTRATE OUR POWERFUL SECURITY PLATFORM

The Integrator Pain Point: Being required to purchase product first to show customers how it works in action.

The Story: A growing integrator had a potential customer who needed a comprehensive security solution. The customer wanted to see the product in person before deciding to use the integrator's services. At the time, the selected intercom supplier did not offer a demo program. Knowing this customer was going to grow, the integrator wanted to retain the relationship and ended up purchasing a set of stations for the customer to demo. To no avail, the customer did not prefer the intercoms presented to them. Since the products were already purchased and beyond a return policy date, the integrator had to absorb the high cost.

The Aiphone Advantage: The next time this integrator was asked to show their customer product demonstrations, they turned to us at Aiphone. By reaching out to one of our local experts in their area, we were able to coordinate and provide a free demo to the integrator so they could use it to help impress a potential customer. After the customer saw it in action, the integrator was able to return the demo equipment without issue. No costs to absorb this time, but they did gain a new customer.

DEMO



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

<< See our robust IP video intercom