



## COVERSTORY

### Metrics Spell Success

**22** The resources and effort put toward IVCI's Collaboration Assurance Program result in happy customers, likelihood of return business and — because it's a managed services package — recurring revenue for the Hauppauge, N.Y.-based integrator. We delve into the KPIs, ROI and RMR fueling IVCI. **BY TOM LEBLANC, COVER AND INSIDE PHOTOGRAPHY BY MATT GREENSLADE**

## FEATURES

### 28 2018 CI BEST AWARDS

Results of CI's annual Best Electronics Systems Technologies (BEST) Awards unveil 2018's "BEST" 44 integration products.

**BY ADAM FORZIATI**

### 34 2018 CI INTEGRATION AWARDS

This year's awards honored 14 awe-inspiring projects in a multitude of categories:

**Best Corporate Campus Project:** Coltrane Systems for World Wide Technology

**Best Small Office Project:** Teatrx for Bellatrix Exploration

**Best Meeting Space:** AVI-SPL for Atmosphere Commercial Interiors

**Best Health Care Project:** McCann Systems for Hartford Hospital CESI

**Best Health Club/Fitness Center Project:** Audio Video Intelligence for Fit Factory

**Best Worship Project:** Mankin Media Systems for Christ Fellowship

**Best Government Project:** CCS Presentation Systems for Lenexa City Center

**Best Hotel/Hospitality Project:** Veraview for Curtiss Hotel

**Best Higher Ed Project:** DDS-AV for Univ. of Texas San Antonio

**Best Retail Project:** Advanced for Air Jordan

**Best Restaurant & Bar Project:** All Pro Integrated Systems for Medieval Times

**Best Large Venue Project:** Ford Audio-Video for HeyDay Entertainment

**Best Casino Project:** Starlite for Parx Casino

**Best Museum Project:** S2N Technology Group for Museum of the Bible

## VIEWPOINTS

### 5 SOCIAL SCENE

Legrand retires Milestone AV moniker

### 6 EDITOR'S TWO CENTS

InfoComm starts on very high note **BY TOM LEBLANC**

### 18 3 QUESTIONS

Premier Mount's Brandon Breznick explains why mounts are the foundation of many dynamic AV projects

### 64 LAST 5%

One reason to get tee'd off about hiring

**BY ALEC OLSON, AVI SYSTEMS**

## INSTALLATIONS

**8** UC Berkeley business school gets educated on AV

## STAYING UP TO SPEED

### 10 NEWS 2.0

➤ Diversified Acquisition of Digitavia Solidifies Global Outreach

➤ InfoComm 2018: Almo's Nobox AV Services Can Spur Recurring Revenue

➤ **Buzzworthy CIs:** Aurora Multimedia's Paul Harris Appointed Chairman of HDBaseT Alliance's AV Work Group

### 12 #TECHTRENDING

➤ VIDEO CAMERAS: Arizona Church Enjoying Affordable Video Capture & Streaming Solution

➤ FURNITURE: New Lectern Addresses ADA Compliance

➤ DIGITAL SIGNAGE: Peerless-AV Mounts Prove Smart Video Wall Solution for Sprinklr

### 16 FIBER CONNECTION

Fiber-optics is enjoying industry momentum

**BY KJERSTI MARTINO**

### 20 SECURITY SPOTLIGHT

Why drones and robotics deployment in the security sector is here to stay

**BY MORGAN HERTEL**

### 62 BACK STAGE

Kelly Perkins recharges for new NSCA role

**BY D. CRAIG MACCORMACK**