

# At Your Service

## PRESENTING THE WINNERS OF THE THIRD ANNUAL SCN STELLAR SERVICE AWARDS



It's not enough to simply produce a groundbreaking, life-changing product anymore. When something goes horribly wrong with it at the worst time—whether it's at 2:00 p.m. on a Wednesday or 11:00 p.m. on a Saturday—we've come to expect that someone will be available to help get things straightened out. And when customer service comes through in the clutch, there has never really been a way to properly give them the thanks they deserve—until two years ago, when *SCN* introduced the Stellar Service Awards.

Now in its third year, these awards do more than just acknowledge the invaluable lifeline of tech support; they highlight all of the outstanding endeavors by industry leaders to improve the process of buying, selling, and installing their products, as well as all of the education programs designed to make anyone into an expert.

Winners for the *SCN* Stellar Service Awards were selected based on readers' votes and vetted by a panel of integrator and consultant judges, with honors going to the top three in each category: Platinum, Gold, and Silver.

And the winners of this year's *SCN* Stellar Service Awards are:

### Best Use of An Afternoon (Best Online Training)

**PLATINUM:** Crestron

**GOLD:** QSC

**SILVER:** Peerless-AV

### Best Excuse To Leave The Office (Best In-House Training Program)

**PLATINUM:** Extron

**GOLD:** Biamp

**SILVER:** AVAD

### The Dealer Portal You Want To Keep Going Back To (Best Website Dealer Portal)

**PLATINUM:** Crestron

**GOLD:** Middle Atlantic Products

**SILVER:** Draper

### Sales Support You Can Believe In (Best Sales Operation)

**PLATINUM:** Shure

**GOLD:** Symetrix

**SILVER:** Extron

### The Number You Have On Autodial (Best Tech Support)

**PLATINUM:** Symetrix

**GOLD:** Biamp

**SILVER:** Middle Atlantic Products

### The Ultimate Reputation Saver (Best Warranty Program)

**PLATINUM:** Viewsonic

**GOLD:** Atlona

**SILVER:** NanoLumens

### The Closest Thing To Teleportation (Best Shipping/ Freight Policy)

**PLATINUM:** SYNnex

**GOLD:** Crestron

**SILVER:** AVAD

### The Most Shareable Online Sales Collateral (Best Online Product Demos/Sales Collateral)

**PLATINUM:** Extron

**GOLD:** Crestron