Ford AV understands how important the customers' AV systems are to their day-to-day business success. Whether your installation is a mission critical command and control center, a paging announcement system, a house of worship, or a hotel convention and meeting facility, you require prompt attention to your service and maintenance requests.

To provide technology assurance, Ford developed a centrally-located, state-of-the-art Technical Assistance Center (TAC) strategically placed within our Oklahoma City corporate headquarters. The TAC functions as a central network "hub" for our remote assistance centers located within each regional office. It employs a dedicated team of support personnel whose only job is to ensure that service requests are handled promptly and accurately.

TAC Customer Care Representatives answer incoming requests for service and document and track the issue until it is resolved. Based upon the technology involved, the severity and the priority of the issue, Ford will dispatch a Field Engineer or escalate the issue to a tier 2 or 3 programmer or engineer. Ford provides a dedicated service manager for Enterprise Level customers with multiple locations and systems on campuses or in buildings separated geographically. TAC customer support is available 24/7/365.

GENERAL INFORMATION

> **$185** Million Annual Sales
> **700** Projects Annually
> **Coverage Throughout The U.S. & Abroad**
> **Woman-Owned Business**
> **Full-Service Locations** | Oklahoma City (HQ), Atlanta, Austin, Dallas, Denver, Honolulu, Houston, Las Vegas, New York City, Philadelphia, Phoenix, Salt Lake City, San Francisco, Tulsa and Washington, D.C.
> **Support Offices** | Chicago, Detroit, Kansas City, Little Rock, San Antonio and Wichita

CAPABILITY

> **Service of all manufacturers, all AV systems whether installed by Ford AV or others**
> **Industry Certifications** | CTS, CTS-D, CTS-I, APEx, CCNA, CCNP, PMP & Licensed Professional Engineers
> **Manufacturer Certifications** | Crestron, AMX, Cisco, Polycom, AtlasIED and more

PERSONNEL

> **530+** Full-Time Employees
> **80+** Degreed Engineers
> **35+** Project Managers
> **45+** Job Superintendents
> **125+** Installation Technicians
> **30+** Dedicated Service Technicians