


AVSP Recognition

For more than 30 years, InfoComm has offered its certification programs to establish and maintain widespread credibility for the AV industry and AV professionals. Your company can join nearly 300 others which have obtained an organizational-level recognition, known as the AudioVisual Solutions Provider (AVSP) — a recognition of professionalism and expertise achieved through professional development, training and continuously updated certification for your employees.


The AVSP program, formerly known as the CAVSP Program, is the only organizational-level recognition program of its kind. Consider becoming a AVSP if you are a company whose primary business is the manufacture, sales, integration, design, consultancy or rental of AV equipment, systems and services.

The AVSP is based on the percentage of your personnel (technical, sales or customer service) who have completed certain InfoComm Academy courses, achieved either the General CTS or the specialized CTS in Design or Installation.


There are three levels of AVSP:

 Diamond AVSP, 50 percent of all technical, sales and customer service staff must have and maintain general or advanced CTS certification or certain InfoComm Academy course completion.

No more than a quarter of the 50 percent of designated staff can qualify exclusively through InfoComm course completion. Of the 50 percent, 15 percent must have advanced CTS designation. A minimum of one advanced CTS is required.

 Emerald AVSP, 35 percent of all technical, sales and customer service staff must have and maintain general or advanced CTS certification or certain InfoComm Academy course completion.

No more than a quarter of the 35 percent can qualify exclusively through InfoComm course completion.

 Sapphire AVSP, 25 percent of all technical, sales and customer service staff must have and maintain general or advanced CTS certification or certain InfoComm Academy course completion.

No more than a quarter of the 50 percent (of the 25%) can qualify exclusively through InfoComm course completion.

AVSP companies have also agreed to comply with *10 Standards of Excellence* that were developed in collaboration with industry experts to emphasize the best practices of AV businesses. The *Standards of Excellence* are a guidepost for AV companies and professionals who place the customer first and offer quality AV solutions. They include the commitment to provide complete customer satisfaction with AV solutions that provide value to the client. They convey the importance that AV solutions providers place on their own skills development through continuing education. They also cover the critical role that AV professionals play as partners with IT specialists, architects, building managers and others.

From a marketing perspective, AV companies can use their AVSP status to promote themselves in bids, in advertising, on their business cards, on their trucks and offices, and on their uniforms. Just as with any other profession, customers are looking for a way to measure those they hire — in the AV world, the CTS and AVSP standards provide credibility and recognition. Find out more by contacting membership@infocomm.org.

Frequently Asked Questions.

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