

Subject: AE Communicator 3.24.26
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From: JoBeth Anderson
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Hello Team,

We're excited to share the latest updates across the organization! This edition includes our YTD goal progress, OKR updates, customer impact highlights, HR news, and important product and system updates.

YTD Goal Sales Update

We are currently at **\$32.8M**, which represents **16.44% progress** toward our **\$200M growth goal** tied to our paid Christmas break milestone.

Thank you to teams across the company for the work you do every day to fuel our sales momentum and elevate the customer experience.

OKR Updates

Objective 1: Accelerate Sustainable Revenue Growth Across All Divisions

- **KR1 (10% YoY Revenue Growth):** Currently on track to achieve 10% year-over-year growth, with strong momentum toward the Q1 target of \$42M.
- **KR2 (Increase Cross-Solution Adoption by 10%):** Product catalog has been updated to include division-level classification, and a reporting framework is now in place to provide visibility into growth trends. Next step is development of a dedicated cross-solution adoption report to track multi-solution expansion.
- **KR3 (110% Net Dollar Retention):** Reporting requirements are being finalized and will be submitted to the BIS team to enable tracking of net dollar retention against 2025 year-end invoiced sales.

Objective 2: Deliver World-Class Customer and Partner Experiences Through Operational Excellence

- **KR1 (NPS 60+):** Survey tools are currently being developed, with integration into Salesforce planned in the coming weeks to enable centralized tracking and reporting.
- **KR2 (85% First Time Right):** Measurement approach has been defined, and a reporting framework is in development to track performance across installations and deployments.
- **KR3 (85% On-Time OFI Completion):** The first company-level Opportunity for Improvement (OFI) has been issued and is currently on track to be completed within the defined timeframe.

Customer Impact Statement

Where Real Learning Happens at New Haven USD

At a recent board meeting for **New Haven Unified School District**, the principal of **Hillview Crest Elementary** invited teachers and students to share the impact the new Audio Enhancement system has had on their experiences in the classroom

One **Kindergarten teacher, Kathy Camp**, shared:

“One of the biggest changes I’ve noticed this year compared to previous years is how much easier it is for my students to hear and understand instruction since we started using the Audio Enhancement system.

In my classroom, there is always a lot going on – last year I often found myself repeating directions or even raising my voice just to be heard. And after a while it takes a lot of energy throughout the day. Now students hear the directions the first time, transitions go more smoothly, and the classrooms feel calmer overall...This new enhancement system has helped me spend less time managing noise and more time actually teaching...At the end of the day, when students can hear, understand, and feel confident, real learning happens.”

Stories like this highlight how Audio Enhancement technology is creating new opportunities for students to succeed.

HR Updates

Welcome New Team Members

- Started March 16th, 2026:
 - Roylynn Williams – Customer Experience Specialist – Missouri
- Starting March 30th, 2026:
 - Matt Walker – Project Manager Retrofit – Kentucky
 - Taylor Trieu – Technical Support Specialist II – Florida

Career & Promotions

Congratulations to all of our team members on their career growth and well-deserved promotions!

- Adonay Barahona – Tech Support Analyst I
- Susan Terry – Accounts Receivable
- Francisco Liriano – Production Technician II
- Ethan Aiono – Field Engineer
- Ralph Waring – Regional Managing Project Manager
- Carter Endsley – QA Software Automation Specialist
- Nathan Harris – Director of Instructional Solutions
- Ken Campbell – Facilities Manager

Holiday Closure 2026

May 25th Memorial Day
 July 3rd Independence day
 Sept 7th Labor day
 Nov 26-27 Thanksgiving
 Dec 24-Jan 3 Christmas Break (5 paid days)

Benefit Highlight: UHC Wellness Bonus

If you're enrolled in UHC voluntary benefits (Hospital Indemnity, Critical Illness, or Accident Protection), you can get \$50 back per plan every year just for completing a wellness visit. That's up to \$150 per year if you have all three.

Check out the links on our Benefits SharePoint page to see what qualifies and how to submit your claim:

- [how-to-file-financial-claim-flier.pdf](#)
 - To file a "Financial Protection Claim" online, please use the following:

 Group Number: 373553

 Group Name: Audio Enhancement, Inc

-  [financial-protection-life-cycle-of-a-claim.pdf](#)



-  [Hospital-Indemnity--50-Wellness.pdf](#)



-  [Critical-Illness--50-Wellness.pdf](#)



-  [Accident--50-Wellness.pdf](#)



Please reach out to Juana Pinto with any questions.

Culture Team

Congratulations to **Skylar Adkins** and **Khol Harris** on celebrating their **5-year work anniversaries** this month.

Congratulations to **Tyler Schick** on celebrating his **15-year work anniversary** this month.

Congratulations to **Sabrena Hayat** and **Maria Duran**, our most recent **Customer Obsession Award** recipients.

Sabrena keeps the Georgia office running smoothly by managing the vehicle fleet, welcoming visitors, organizing office events, and stepping in wherever support is needed.

Maria consistently excels in Accounts Payable, processing invoices accurately and on time, proactively resolving issues, and bringing a friendly, approachable presence that makes her a pleasure to work with across all departments.

Product & System Updates

VIEWpath 2.0 is Here!

The company hard launch was held on **Tuesday, March 17, 2026**. You can review the recording here:  [Viewpath 2.0 Hard Launch-20260317_110027-Meeting Recording.mp4](#)

What's New in VIEWpath 2.0:

- AI-integrated tools including Lecture Capture and Feedback Assist
- Designed to enhance instruction, streamline workflows, and provide meaningful insights for educators

Training Opportunities:



Date	Time	Link
Wednesday, March 18, 2026	2:00 PM – 3:00 PM EST	https://tinyurl.com/VPWebinarMarch18
Thursday, March 19, 2026	11:00 AM – 12:00 PM EST	https://tinyurl.com/VPWebinarMarch19

Customers can also join VIEWpath webinars conducted by our Customer Success team. For a full list of available sessions, check out the Customer Success Newsletter.



Project Portal vs. SAP – Sellable Items

To clarify system alignment for sellable inventory and products:

- Project Portal is the primary source of truth for active sellable items aligned with current purchasing, stocking, and standard offerings.
- SAP contains a broader catalog, including legacy or deprecated items not actively stocked or sold.

Guidance:

- Use Project Portal to confirm currently sellable and supported items.
- If an item only appears in SAP, route to Procurement for validation.

Objective: Ensure Portal reflects what we can reliably procure, stock, and deliver.

Feedback

We want your input to keep the AE Communicator relevant and helpful. Share your suggestions for topics, improvements, or ideas for future editions using the link below. Your feedback helps us keep everyone informed, aligned, and connected.

<https://forms.monday.com/forms/a21f7bcb5130f2e190be61fb97535642?r=use1>

Thank you for all your contributions and for helping make our progress possible. Let's continue building momentum and delivering excellence for our customers and each other.