

Subject: AE Communicator 5.5.26
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From: JoBeth Anderson
To: JoBeth Anderson
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Team,

Welcome to the **AE Communicator – May 5 Edition!** Here's your latest update:

YTD Goal Sales Update

We had an incredible April!! Coming in at \$18,349,627 beating our April goal by \$349,527. This puts us at **\$60.6M**, representing **30.30% progress** toward our growth goal. This steady progress continues as we build momentum into Q2.

OKR Update: Strong Momentum Above Target

Company Objective: Accelerate Sustainable Revenue Growth Across All Divisions

KR: Achieve 15% YoY Revenue Growth

YoY Performance Update

Year-to-date performance reflects approximately **31.8% YoY growth**, more than doubling the 15% target. April closed with strong momentum, reinforcing the trajectory established in Q1 and positioning the business well above plan heading into May.

Thank you to the team for the sustained execution and focus—current performance keeps us on track to achieve our annual goal and qualify for the end-of-year holiday time off. The priority now is maintaining this pace and continuing to build on the margin above target.

Company Survey: Voice That Drives Improvement

The company survey has been distributed earlier this week. If you have not yet completed it, please take a few minutes to do so. Your feedback is important and supports multiple team-level KRs by helping identify gaps, improve processes, and strengthen overall performance. The survey link can

be found below.

Survey Link: <https://www.surveymonkey.com/r/RMGWH2B>

Recognition: Customer Success Training Milestone

Recognition to the **Customer Success Team** for completing their *Update Training Template KR*. The updated templates now accurately reflect product divisions, improving alignment and consistency across training delivery.

HR Update: New Talent, Promotions & Policy Reminder

Welcome New Team Members

Started 4/27:

- Kate Harris – Trade Show Coordinator – Utah

Starting 5/4:

- Claude Poux – Project Manager – Georgia
- Akeem Scott – Install Technician – Georgia
- Johnny Brown – Engineering Intern – Utah
- Victoria Rice – Data Governance Specialist – Utah

Please join us in welcoming these new team members to Audio Enhancement.

Congratulations: Promotions & Advancements

- Maria Macabi – Programming Supervisor
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Policy Reminder: Floating Holiday Guidelines

In 2025, we transitioned Birthday PTO to a Floating Holiday to provide greater flexibility. Floating Holidays may be used within one week of an employee's birthday or to observe a state or federal holiday that the company does not officially take off. Requests outside of these guidelines are not eligible.

Thank you for helping maintain consistency across all teams.

Tech Support: Prepare for Peak Season

Tech Support's peak period is approaching and will run from **July through September**. During this time, all agents will be fully dedicated to phones and email support to ensure continued service quality.

What this means for customers:

- Call **800-932-3578** for the fastest support access
- April average hold time: **1.96 minutes**

- 2026 YTD average hold time: **2.4 minutes**
- Longer hold times are expected during peak
- Callback option available by pressing 1
- Maximum hold time is 20 minutes before voicemail is required

What this means for you:

- Use **800-932-3578** as the primary contact method
- Do not route through reception or Tech Support administration (emergencies excepted)
- Scheduled calls will pause during peak
- All special projects and non-critical work will be paused until after September

Innovations: System Enhancements and Integrations

- **ECO 249:** Remove NE-3000 – VIEWpath System License
 - Replace with EP-0061 (Clock License) and EP-0065 (InfoView Digital Signage Yearly Campus License)
- **ECO 175:** Add Integration Part IDs early in the sales process to clarify 3rd-party integrations
- **New/Updated Integrations:**
 - SE-1042: EPIC Third Party Safety Systems Integration
 - SE-1041: EPIC Third Party Camera Integration
 - SE-1040: EPIC Third Party Room A/V Control Integration
 - SE-1039: EPIC Third Party CAP Weather Alert Integration
 - SE-1038: EPIC Third Party Access Control Integration
 - SE-1037: EPIC Third Party Fire Alarm Integration
 - SE-1043: EPIC System Third Party System Integration
- **Additional Updates:**
 - NE-3006: VIEWpath E3 Local Access Only User Subscription (Direct Canvas Integration)
 - EP-0034: EPIC Phone Integration License

Georgia Office: Leadership Update and Transition

Octavius has stepped into the role of **Georgia Office Leadership Representative**, providing on-site leadership presence and ensuring alignment with company standards while continuing his role on the Customer Success Team.

Austin Anderson will be transitioning from the **Georgia office to the Utah office** in May. He will continue serving as **RVP for the Southeast region**.

Thank you for your continued focus, collaboration, and commitment to driving results. Let's keep the momentum strong as we move further into Q2.