

Subject: AE Communicator 7.14.26
Date: Tuesday, July 14, 2026 at 2:37:34 PM Mountain Daylight Time
From: JoBeth Anderson
To: JoBeth Anderson
Attachments: image001.png



Team,

Here's the latest edition of the **AE Communicator** with updates from across the company. Thank you for everything you're doing to help us continue building momentum and delivering an exceptional experience for our customers.

YTD Goal Sales Update

We are currently at **\$95.6M**, which represents **47.83%** progress toward our annual sales goal.

Thank you to every department for the continued effort and support that helps drive this success forward. Every project completed, customer supported, and process improved contributes to our shared success.

OKR Update

OKR Wins: Recent Objective & Key Result Completions

Congratulations to the teams that completed **four Objectives and more than 20 Key Results** over the past two weeks. These accomplishments represent meaningful progress across multiple strategic initiatives.

Objectives Completed Software Engineering

- Finalized and revealed the **EPIC+ Product Roadmap**, including ownership approval, stakeholder concept reveal, completion of Phases 1 and 2 development, and deployment of the initial beta to early customers.
- Successfully completed the **AI Development Pilot**, including a formal recommendation, documented expansion workflow, evaluation criteria, risk framework, and approval process.

Learning Management

- Researched, selected, and implemented a new Learning Management System, creating the foundation for scalable customer self-onboarding.

Key Result Highlights

- **Product Division:** SAFE+ beta deployed to 15+ customer sites, 10 new SAFE Badge purchase orders secured, a new Sales demo process implemented, Station Bridge specifications delivered to Innovation, and a 360° camera service plan presented to reduce walkthrough costs.
- **Product Alignment:** Four new products or major enhancements launched based on documented customer needs.
- **Sales Engineering:** Completed 20 additional customer workbooks and published the new Implementation Guide template for Project Managers and Field Engineers.
- **Quality:** Established email service level agreements with 95% of first responses provided within 24 hours.
- **Facilities:** Achieved 95% on-time completion of customer-facing facility upgrades while ensuring 90% of customer-ready spaces met standards before visits.
- **Culture Team:** Reached 100% compliance with the standardized guest welcome protocol.
- **Instructional Solutions:** Launched the Product Team social media series featuring quarterly customer success stories across each division.

Thank you to everyone involved. These accomplishments continue moving Audio Enhancement forward on each of our strategic priorities.

Human Resources

Welcome New Team Members

Started July 6

- Tristin Barney – Design Specialist (Utah)
- Earl Melvin – Install Technician (Georgia)
- Spencer Cook – Implementation Coordinator (Utah)

Started July 13

- Gwyneth Lees – Accounting/Finance Manager (Utah)

We're excited to have each of you on the team. Welcome to Audio Enhancement!

Congratulations: Promotions & Advancements

Congratulations to our team members on their well-deserved promotions and new roles.

- Max Dobson – Director of EPIC Solutions
- Ian Hall – Field Engineer
- Laura Adam – Returns and Special Projects Supervisor
- Patricia Rodriguez – Inventory Clerk

Thank you for your continued dedication and contributions.

Negative PTO Requests

We understand that unexpected situations happen, and we want to support our team whenever possible.

Employees may request negative PTO, and requests will be reviewed on a case-by-case basis.

If you anticipate needing negative PTO, please contact HR as soon as possible so available options and approvals can be discussed.

Negative PTO is intended for occasional unforeseen circumstances and should not be used as a regular practice. If employment ends before the borrowed PTO has been earned back, the remaining balance will be deducted from the employee's final paycheck.

Please reach out to HR if you have questions. We're here to help.

Design Department

Regional Support Update

To improve communication and provide more consistent support, the Design Department is now organized into regional teams.

For retrofit design and drafting questions, please contact your assigned regional Design Specialists.

Central Region

- Zach Clement (also supporting Broward County Public Schools)
- Tristin Barney

Western Region

- Samuel Hooper
- Lance Sedgwick

Eastern Region

- Kim Dalton
- Emily Dye (focused on Palm Beach County School District)

Strategic Region

- Patty Velasquez
- Tessa Wilcox

Dedicated New Construction Team

The following team will now focus exclusively on new construction takeoffs and shop drawings:

- Tyler Bash
- Kadin Adams
- Sequoia Salazar

If you're unsure who to contact, email Design@audioenhancement.com and the request will be routed to the appropriate team.

Team Moves New Spaces, Same Great Teams

The **Implementations Team** has officially moved downstairs and is now located next to **Tech Support**.

The **Design Team** has moved into the cubicle area just outside the **Innovations Lab**.

If you're looking for either team, be sure to stop by their new workspaces and say hello!

Warehouse Safety Reminder

As a reminder, Audio Enhancement's dress code requires **closed-toe shoes** whenever you are working in or traveling through the warehouse.

Please remain aware of your surroundings while passing through the warehouse. Forklifts and pallet jacks are in constant operation, and distractions—such as using your phone while walking—can increase the risk of an accident.

When traveling through the warehouse, please use the designated path to the office areas and only enter the warehouse when necessary. Thank you for helping keep everyone safe.

Tech Support Update

The RMA form has been removed from the Warranty & Support webpage to ensure every return request is properly troubleshooted before processing.

Customers needing an RMA should continue to follow the instructions available on the Warranty & Support page by contacting Tech Support at **1-800-932-3578**, where a technician will assist them through the process.

Innovation & Product Releases

The Innovation teams continue delivering enhancements across multiple product lines.

Hardware & Firmware

- New 3.2.3 installer for ByteSpeed Servers
- InfoView Desktop Announcer v1.2.2 with DNS hostname support
- New Integrated IP Display Speakers (black and white) now available for quotes
- Four new IP Speaker models released
- MS-720, MS-775, and CZA-1300 firmware version 1.0.12 released with logfile download fixes
- SAFE Badge Firmware Programming App released for Android devices (coming soon to the Google Play Store)

Software Releases

AR+ 1.6.6

- CSV user provisioning
- New Customer Success and Tech Support role assignments

ViewPath 1.0.6

- Subscription renewal improvements
- Improved messaging for Spanish caption failures
- CMS licensing validation enhancements

EPIC 3.2.3

- Improved CZA-1300 standby behavior
 - User equipment performance improvements
 - Various bug fixes
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Customer Impact: Why We Do What We Do

Helping Every Voice Be Heard

Alex Stapleton from **Grant County Schools** recently shared how Audio Enhancement's classroom sound system has improved teaching and learning:

"The classroom sound system has been a valuable addition to my instruction. It allows my voice to be heard clearly throughout the room, ensuring that all students can hear directions, discussions, and lessons regardless of where they are seated. It has also been especially beneficial during student presentations, giving students the confidence that their voices can be heard by their classmates. Additionally, the system provides clear audio for videos and multimedia resources, which helps improve student engagement and understanding. Overall, the sound system has enhanced communication and created a more effective learning environment for both students and teachers."

There is no better reminder of why our work matters. Every department plays a role in making moments like this possible—from product development and manufacturing to sales, customer success, installations, technical support, and every team behind the scenes.

Thank you for everything you do to support one another and our customers. Every department plays an important role in our continued success, and we appreciate the dedication you bring each day.