

Subject: AE Communicator 7.28.26
Date: Tuesday, July 28, 2026 at 1:59:31 PM Mountain Daylight Time
From: JoBeth Anderson
To: JoBeth Anderson
Attachments: image.png



Team,

Welcome to another edition of the AE Communicator! Every few weeks, we're reminded that our success isn't driven by one department—it's the result of teams across the company working together toward a common goal. Here are some of the highlights from around AE.

YTD Goal Sales Update

We are currently at **\$101M**, which represents **50.83%** progress toward our annual sales goal.

We've officially surpassed the halfway point toward our \$200M 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

Our teams continue making great progress on our 2026 Objectives and Key Results. Congratulations to the following teams for completing key milestones this month:

Project Management completed 100% project setup in TaskRay according to AE standards and launched the new Project Manager NPS survey.

Customer Success standardized Quarterly Business Reviews for large customers, established a customer communication cadence, and launched the Early Adoption Success survey process.

EPIC Experience completed its training objective by implementing standardized training templates and 90-day follow-up for all EPIC training attendees.

New Construction completed two major objectives by strengthening collaboration across teams

with 80%+ SLA compliance and increased stakeholder syncs while automating 100% of routine project management tracking.

Warehouse & Production implemented a sales order audit process, added a TaskRay shipping checklist, introduced receiving-delay tracking, and automated end-of-day production reporting.

Product Management now manages 100% of 2026 product initiatives in Propel and validated Bills of Materials and installation guides for our top three products.

Marketing & Design launched a new internal brand resource page, highlighted six customer and partner success stories, and increased engagement across our social media platforms.

Additional completed objectives include standardized installation satisfaction surveys, customer-ready facility standards, on-time month-end travel reporting, and establishing IT's Help Desk resolution-time baseline.

Thank you to every team helping move our company objectives forward.

HR Update

Please join us in welcoming our newest team members!

Started July 22

- Jeffery Calnan – Northwest Regional Sales Director (Remote)

Starting July 27

- Tristan Thomas – Field Engineer (Florida)
- Frankie Steinmetz – New Construction Project Manager (Florida)
- Yasmyne Te'o – Warehouse Associate (Utah)
- Colton Bleckner – Sr. Business Information Systems Report Writer (Utah)
- Mia Zhang – Data Governance Analyst (Utah)

If you have the opportunity, please introduce yourself and help them feel welcome to the AE team.

Quality

The Quality team continues improving visibility and software quality across the company.

A live **Quality Hopper Dashboard** is now displayed on the kiosk outside Nick's office, providing real-time insight into devices tested, inspections completed, software testing activity, active projects, published documents, and issues reported and resolved. Stop by to see what the team is working on.

The Software QA team has also dramatically expanded automated software testing using Claude. Automated test coverage has increased to **85% for CLEAR Connect, 90% for EPIC+, 58% for AE+, and 40% for VIEWpath**. While AI helps create tests more efficiently, every test is still reviewed and

approved by our QA engineers, allowing the team to identify more issues before software reaches our customers.

Innovations

EPIC 3.2.4 Production Release

- Enhanced SIP outbound connectivity
- Optimized device discovery
- Resolved SIP configuration issues when adding ANetD devices

New Product Available

The **PA-1074.P (CF-813 Classroom Phone with Programming)** is now available for ordering through SAP and the Customer Portal.

Sales

Congratulations to **Ryan Bush, Ines Ngoga, Tessa Wilcox, and Emily Dye** for their teamwork in securing a **\$2.7 million purchase order with Taylor ISD in Texas.**

This win is a great example of the collaboration between Sales, Sales Support, and Design that continues to drive our success. Thank you for representing Audio Enhancement so well!

Customer Impact

Finding the Root Cause Through Relentless Investigation

When Lee's Summit R-7 School District began experiencing intermittent outages with MS-700 and MS-775 devices, there was no obvious pattern. With more than 100,000 of these devices successfully operating in schools across the country, our Engineering and Technical Support teams knew the answer would come from careful investigation—not assumptions.

Our engineers partnered with our manufacturing team to analyze network traffic, perform extensive lab testing, and systematically rule out potential hardware and firmware issues. Their persistence led them to the true root cause: firmware running on the district's Cisco Meraki Catalyst network switches.

After the district updated the switch firmware, unexplained outages dropped from more than 100 across the district to just one.

This is Customer Obsession in action. Our teams stayed committed to finding the right answer, earning our customer's trust while reinforcing confidence in our products through data, collaboration, and persistence.

This win is a great example of the collaboration between Sales, Sales Support, and Design that continues to drive our success. Thank you for representing Audio Enhancement so well!

Thank you to everyone who continues to serve our customers, support one another, and find better

ways to make a difference. Every role contributes to our success, and together we're building something exceptional.