

Infocomm Emerald AVSP (Audio-Visual Solutions Provider)

Vlcom has achieved the Infocomm Emerald AVSP status

For more than 30 years, InfoComm has offered its certification programs to establish and maintain widespread credibility for the AV industry and AV professionals. The Audio-Visual Solutions Provider (AVSP) recognizes professionalism and expertise achieved through professional development, training and continuously updated certification for employees.

The AVSP program, formerly known as the CAVSP Program, is the only organizational-level recognition program of its kind.

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.



Emerald AVSP, 35 percent of all technical, sales and customer service staff have achieved and maintained 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.

AVSP companies also agree 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.