

CASE STUDY



Danville, VA Call Center

Based in Norfolk, Virginia PRA Group is one the largest debt buyers in the US. Since their beginning as Portfolio Recover Associates in 1996, PRA Group has grown to become on of the top five debt buyers in the country.

The PRA Group was opening a new call center in Danville, Virginia, and needed a suite of AV technology to accommodate their plans. Vicom worked with PRA Group and one of their engineers, Tyler Sterling. **“My experience with Sandi, Avery, and their team have been great start to finish to put it simply,”** Tyler tells us. Vicom’s solution for the new call center included a complete audio system throughout the facility with microphone and volume control conveniently located in multiple locations with a MoodMedia network streaming device that streams music throughout the call center. Over 20 Panasonic commercial displays were installed and paired with Brightsign media players. This enabled PRA’s ability to live stream their grand opening message from their CEO and COO in Norfolk to the call center staff in Danville.

When asked about PRA’s experience with Vicom through the install, Tyler says **“My experience with Sandi, Avery and their team has been great start to finish to put it simply. When it came to any adjustments we needed to make they were more than willing and happy to help. With projects since it’s been great working with them. During the project for our Danville office they were looping me in with the install team often and any hiccups that were outside of their control they were quick to follow up with myself and my team. All this while working through a pandemic, I don’t think I could have asked for a better team.”**

Tyler finished by telling us **“I’d absolutely recommend them (Vicom) to another organization. We’ve worked with other companies who used to support our A/V solutions and ViCom gives us plenty of options at very reasonable prices. The communication is great and they are staying on top of the technology that allows us to provide the latest solutions for our end-users.”**



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Tyler Sterling
PRA Group

Contact Vicom

HAMPTON ROADS, VIRGINIA
Vicom 5361 Cleveland Street,
Virginia Beach, VA 23462
Tel: (757) 490-7777 Fax: (757)
499-3394 DCJS – 11-6695

RICHMOND, NORTHERN VIRGINIA
Vicom 1580 E. Parham Road,
Richmond, VA 23228
Tel: (804) 261-3836 Fax: (804)
261-4131 DCJS – 11-6695

