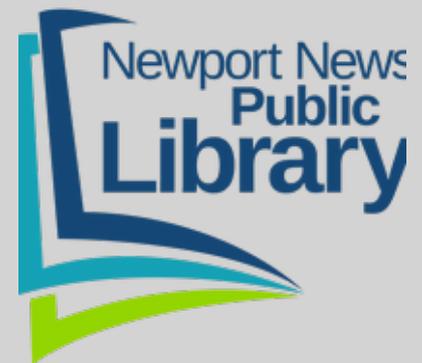


# CASE STUDY



## Main Street Renovation

*The Main Street Library's beginnings trace back to the Woman's Club of Hilton Village in the 1930's. Originating in an elementary school basement, the women of the club continually grew the library through fund-raising until the library found a permanent location in the mid 1950's. The library moved to its current building in 1996.*

The Main Street Branch of the Newport News Public Library underwent a significant renovation. This upgrade included a new Digital Media Lab, brand new study rooms and moving the existing public access computers to a new area.

Christian Nocera, IT Manager for the Newport News Public Library Administration explains what led to Vicom being chosen for this exciting renovation. *"Prior to the start of the project I tried working with another contractor who came recommended by the City. After a month of going back and forth just to get an estimate, I decided to end that relationship and turn to Vicom. In just a few days from first reaching out to them, I met with the solutions engineer for a site visit and shortly after received the service quote. There was no going back and forth, no waiting for a response, and no nonsense. The project was well coordinated, fairly priced, and the technicians and project leads were courteous and on-point. Honestly, I couldn't be happier."*

*Once the project was completed, we needed to make some additional adjustments; and again Vicom provided a quick response and the same level of exceptional service we received in the beginning."*

Vicom ran all of the data lines to the new Digital Media Lab and relocated computer area. Additionally, Vicom provided, installed and completed setup for multiple Samsung flat panel displays in both the Digital Media Lab and the new study rooms.

*"Regardless of the size of the job, it's a great feeling when you reach out to a vendor and they make you feel like you're their number one customer."*

*I've been managing IT departments for a long time and it's always been a struggle finding someone who truly cares about the work that needs done and who is sensitive to its urgency. I would absolutely recommend Vicom to anyone looking for technology and A/V solutions. They have certainly earned my business and I look forward to working with them on all of my future projects."*

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Christian Nocera  
Newport News Public  
Library

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