

## **Sensory Technologies unveils the NEXT GENERATION of COLLABORATIVE TECHNOLOGIES and its 24-hour CLIENT SOLUTION CENTER (CSC).**

INDIANAPOLIS (November 11, 2013) | Sensory Technologies - a leading audio-visual, telepresence system and collaboration solutions provider - will unveil **next generation technology** at its newly-renovated Indianapolis headquarters. Guests are invited to tour the facility and experience various showcased technology solutions on November 21<sup>st</sup> from 3pm to 7pm.

Prompted by the company's recent exponential global growth in managed visual collaboration services, Sensory Technologies invested \$1.4m to create and staff a Client Solution Center (CSC). The one-of-a-kind, 24-hour CSC merges traditional Help Desk and VNOC services with higher-level consultative processes and support services in 32 countries. Telepresence bridging, digital signage, streaming & archiving and on-site and remote diagnostic support are some of the solutions generated through the 24-hour CSC. "Our Client Solution Center experts are constantly learning, but they've really immersed themselves in concentrated training these past several years," notes Anne Sellers, managing principal. "We're committed to offering the highest level of proactively managed support to our clients."

"Parallel with the unveiling of our renovated space, we've also launched game-changing enhancements to our existing videoconferencing service," remarks Andy Sellers, principal. "JOIN® is our cloud-based, BYOD-enabled bridging service that can connect multiple people using any device – desktop computers, laptops, tablets, room-based systems. Although the service is exceptionally intuitive and simple, the Client Solution Center's assistance is part of the JOIN® package. Our clients like knowing that a CSC expert is one click away, 24 hours a day. That's really why we've invested so heavily in that portion of our company."

The \$1.4m investment also provides space to demonstrate next generation technology and to expand the Research & Development Department. The November 21st event will showcase HIVE™ (Human Interaction Virtual Environment), collaborative technologies designed to enable multiple users to virtually interact with content, simultaneously. A Lync® Meeting Room featuring Crestron RL™ also will be available. "Our JOIN® service now makes using videoconferencing within a Lync® infrastructure very easy," explains Andy. "Our clients currently on the platform are overwhelmed by its power and expanded capabilities."

Sensory Technologies has received industry acknowledgement in publications and/or awards for several of its recent technology solutions. Among them are Goodman Hall Indiana University Health, Eli Lilly's CLUE Center, Marion County's Regional Emergency Operation Center, and the NCAA.

"We try to keep a laser focus on how our clients interact with our technology solutions," comments Derek Paquin, principal. "It's easy to lose sight of the fact, but - bottom line - our technology is about people communicating with other people. The culmination of this renovation - the Client Solution Center, the JOIN® enhancements, the innovative ideas coming from our R&D Department making group collaboration more robust – all of these align with our strategic vision to keep the focus on our clients and their experience with our technology."

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### *About Sensory Technologies*

Communicate. Collaborate. Prosper. Sensory Technologies consultatively migrates clients from traditional AV systems toward next-generation, highly integrated and intuitive communication and collaboration solutions that are seamlessly deployed and managed as part of a unified communications network. For more information, visit <http://sensorytechnologies.com>. Media Contact: Derek Paquin, 317-347-5252, dpaquin@sensorytechnologies.com