



Technology Meets Inspiration

PSAV Named Finalist in 2011 Stevie® Awards for Sales & Customer Service

Leading supplier of audiovisual and event technologies recognized for its consistent quarterly increases in customer satisfaction scores since July 2009



THE STEVIE® AWARDS FOR
SALES & CUSTOMER SERVICE



LONG BEACH, CALIF. — February 1, 2011 —PSAV® Presentation Services, the leading supplier of audiovisual and event technology to hotels, associations, producers and meeting planners worldwide, has been named a "Finalist" in the **5th Annual Stevie Awards for Sales & Customer Service**. Finalists were determined during preliminary judging November 2010 - January 2011 by business professionals worldwide. PSAV is one of eight companies competing in the "**Front-Line Customer Service Team of the Year**" category.

"The Stevie Award has become one of the world's most coveted business honors highlighting a company's commitment to customer service," said Greg Van Dyke, PSAV Senior Vice President of Marketing. "We are delighted that the hard work and dedication of the PSAV front-line employees is being recognized by this distinguished group. We also are honored to be in the running with prestigious companies such as Capital One Financial Corp., Comcast, EMKAY, Mondial Assistance, SMART Technologies, Vertical Response and Wheels Inc. – each well-known in their respective industries for their commitment to, and achievement in customer care. We are very proud of our team and eagerly await the results later this month."

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Stevie Award winners will be announced at a gala awards banquet on Monday, Feb. 21 at the Eden Roc Renaissance Hotel in Miami Beach, Fla.

Customer One is Job One

Despite tough economic conditions for the meetings industry, PSAV consistently experienced its highest levels of customer satisfaction ratings ever and has consistently achieved quarterly increases in overall customer satisfaction scores since July 2009 across several ranking attributes.

"PSAV has successfully made customer service part of our company DNA," Van Dyke said. "Our employees helped us identify the experiences we want to provide customers and helped define our company's core values. In addition, our front-line technicians are incented completely on customer satisfaction performance, not financial metrics. They are measured against 11 areas, ranging from initial contact to timely setup to friendly expertise. Finally, we have developed an alert process that allows us to proactively reach out to customers who experienced any specific concern."

According to Van Dyke, PSAV is completely customer centric.

"We remain focused on our customers to cultivate long-term relationships. Because we understand their meeting and communication objectives, we are able to take a more active interest in what their needs are and where they are going next. We also understand that a successful show is not the end but the start of a long-term customer relationship for the good of the entire company."

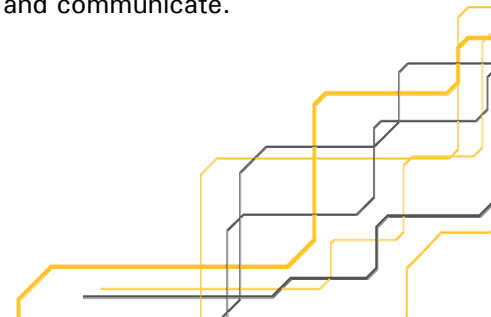
With 800 locations around the globe in 10 countries, PSAV is the big guy in meetings. However local and regional offices make it the little guy too. PSAV's people and resources are in more major markets than anyone else, and that too plays a big part in the company's overall front-line customer service performance.

Further evidence of this remarkable customer satisfaction can be supported by the additional awards PSAV has recently received from members of the industry, including readers of Southern California Meetings and Events magazine, who, for two years in a row, voted PSAV best 'Audio-Visual Presentation Provider.'

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About PSAV® Presentation Services

PSAV provides the ideas and technology that inspire great meetings. This has made PSAV the leading provider of event technology for meeting planners and producers across the corporate, association, and tradeshow markets. PSAV provides an unparalleled range of event technology to support its customers' ability to create, collaborate, and communicate.



With more than 800 partner locations worldwide, PSAV provides people and resources right where you want to have your meeting.

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