

# Technical *Support*



## TECHNICAL SUPPORT

AES Technical Support is focused on being more than just another support organization. We aim to become an asset to our valued customers. When customers purchase from AES, they receive so much more than just the product. They get a dedicated team and long-term partnership with support professionals who become their trusted advisors.

AES Corporation is committed to providing a superior support experience that is not only effective and efficient, but also responsive to our customer's needs. Our Support team is available through your choice of online case submission, customer portal access, email, or phone so you can reach a dedicated team member using the preferred method that best suits your business needs.

AES maintains high standards for the delivery of our support experience. We have significantly invested in infrastructure improvements, service and support training, along with an adopted continuous improvement mantra. Support Key Performance Indicators (KPIs) such as abandoned calls, KnowledgeBase usage, and customer sentiment are each measured on a weekly basis. Tracking these important data points helps AES better serve our customers.

We are pleased to offer a wide variety of services, all focused on equipping you with the tools and skills necessary to grow and manage your *AES-IntelliNet*<sup>®</sup> mesh radio network.

Regards,



**Lee Dubé**

*Director of Technical Support*

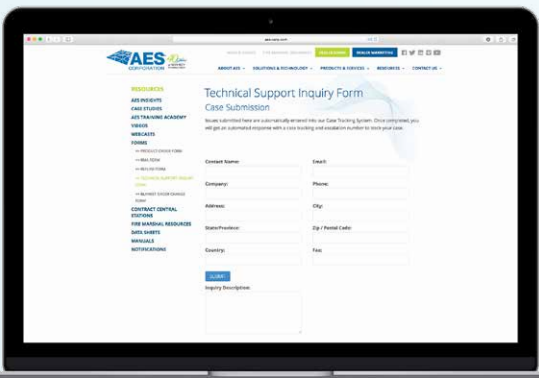
# AES Technical Support is available Monday through Friday from 8am to 8pm EST and 24/7 for emergency IP Link and AES-MultiNet Receiver down situations.

AES is committed to providing world class technical support and high quality customer service. We offer a host of support resources for our valued customers:



## Web Submission:

With the click of a button at your fingertips, visit our Case Submission web page to enter your Technical Support case via our online Technical Support Inquiry Form (<http://aes-corp.com/resources/forms/technical-support-inquiry/>). Your submission will automatically be entered directly into our Case Management System and you will receive an email notification that your inquiry has been received. This response will include an assigned Case Number that can be used to track the status of your case.





### **KnowledgeBase + Case Tracker:**

AES is pleased to offer our customers a quick and convenient self-service option to find a solution for common technical issues or log, track, and add comments to a case. Customers can access our customer portal online by clicking on the green DEALER LOGIN button on the upper right screen of our website home page with their Username and Password. This is a great resource giving dealers and installers the ability to troubleshoot and solve common issues, eliminating the need to call. First time users can register online at <http://aes-corp.com/registration/> or contact us at [support@aes-corp.com](mailto:support@aes-corp.com) to request portal access.





### **Telephone Call:**

Please call us toll free at **(866) 237-3693** in US/Canada only or **(978) 839-7070** to reach a support professional during AES business hours or for emergency issues after business hours.



### **Email Submission:**

Simply send an email to **support@aes-corp.com**. Be sure to include your First and Last Name, Account Name, Email Address, and Telephone Number along with a description of your problem. Your email will be automatically routed to our Case Management System for case creation and assignment to a support professional. You will receive an email acknowledgment that your message has been received.



## LIVE TRAINING

Two day comprehensive AES Technical Training in a classroom setting at HQ East.



## ONSITE TRAINING

Customized AES Technical Training delivered at Customer site or remote via web.



## REGIONAL TRAINING

Scheduled Regional Technical Training for multiple dealers and installers held at AES hosted venue.



## WEBINARS

Distance learning on current security industry topics.





## NETWORK PLANNING

Additional Professional Services offered by AES Technical Support team.



## SITE CERTIFICATION

AES Corporation provides fee-based certification of installation sites.



## VIDEOS

Product Intros, How To's, Upgrades, Tech Tips, and more.

<http://aes-corp.com/dealer-resources/aes-training-academy/>  
support@aes-corp.com  
(866) 237-3693





## AES TRAINING ACADEMY

AES Corporation offers several ways to receive training on AES-IntelliNet® patented technology, products and services. Choose an option that's best for your business:

### 2016 Live Training Schedule at AES Corporate Headquarters



#### March

03/22 – Subscribers

03/23 – AES-MultiNet/IP Links



#### April

04/12 – Subscribers

04/13 – AES-MultiNet/IP Links



#### May

05/17 – Subscribers

05/18 – AES-MultiNet/IP Links



#### June

06/21 – Subscribers

06/22 – AES-MultiNet/IP Links



#### August

08/23 – Subscribers

08/24 – AES-MultiNet/IP Links



#### September

09/13 – Subscribers

09/14 – AES-MultiNet/IP Links



#### October

10/18 – Subscribers

10/19 – AES-MultiNet/IP Links

[support@aes-corp.com](mailto:support@aes-corp.com) | (866) 237-3693

For general inquiries:

[info@aes-corp.com](mailto:info@aes-corp.com) | (800) 237-6387

[www.aes-corp.com](http://www.aes-corp.com)