

## ***Experienced, Capable, & Reliable***

Creation Networks has more than 12 years as an industry leader under the same management. We are licensed, have audited financial statements, and are bondable for large projects. We have two locations fully staffed with Engineering, Project Management, Estimation, Installation, and Service.

### **Single Focus**

Creation Networks has been a commercial contractor since 2006. Our core business is the design, installation, and service of sound and video systems. Your installation is our highest priority.

### **Technical Excellence**

From the initial design to the final testing and system commissioning, Creation Networks Engineers have the formal education, training, and experience needed to provide the most reliable and technically advanced AV systems. The engineering team has degrees in electrical, mechanical, and acoustical engineering, as well as physics, computer science, and theatre. Creation Networks engineering staff includes two registered professional engineers. Creation Networks engineers have multiple years of "hands-on" experience and industry certifications.

### **Project Management**

Experienced Project Managers oversee every aspect of your project including coordination with other trades, purchasing, scheduling, installation, training, project commissioning, and close-out. A full-time Project Coordinator ensures that your project is installed on time and that all construction milestones are met. The Project Administrator manages each installation contract to verify that insurance, bonding, subcontracts, schedule of values, licensing, and local and federal building code requirements are adhered to and correct.

### **Assigned Project Teams**

Every project, small and large, is assigned a project team including a Project Manager, Project Engineer, Job Site Lead, and an Account Representative. Additional engineering, drafting, and IT engineers are assigned as required.

### **In-House Installation Teams**

Creation Networks trains and manages its own team of full-time Installation Technicians. This practice allows maximum control of the quality and timelines of each technician.

### **Training**

Creation Networks provides a technical roadmap for our staff to ensure each person is receiving training appropriate for their job responsibilities. We also provide customer training to ensure that your staff has been fully trained on your system's operation.

### **Service**

The Creation Networks Service Center centrally dispatches technicians, and monitors and documents every customer service request until the issue is resolved and closed. Creation Networks Service Technicians are managed as a separate group that is not dependent on the Creation Networks Installation team allowing them to give their full attention to your service requests. Creation Networks provides a service plan, including service calls, scheduled routine maintenance, phone support, and full-time customer on-site service and support.

### **Customer Support**

Creation Networks Online Customer Portal allows you to log onto secure web pages and view your current, active, and closed jobs and projects. In addition, all active and closed Service Work Orders and Sales Orders are available for viewing. You may review an installed project including the equipment list and system drawings. Items in the equipment list include links to the Operation Manuals.