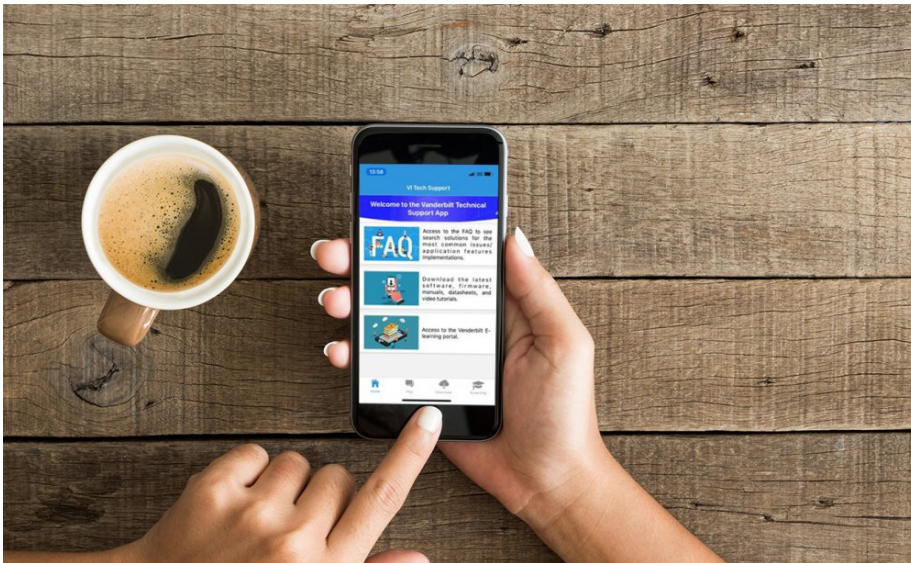


News

Brand New Technical Services App launched to support Vanderbilt & ComNet customers



The new Vanderbilt Technical Services App delivers all of the company's technical information to one place.

This means users can access FAQs, the company's **Download Center**, and **E-learning platform** from one central, convenient location.

The App, built with a responsive design suitable for all devices, can be downloaded for free by searching for "**Vanderbilt Technical Services**" in either the App Store or Google Play and is the latest evolution from the company's **Global Technical Services team**.



“This App is the latest step for ACRE International to serve their customer base conveniently, efficiently, and effectively via online tools,” says **Klaus Magin, Head of GTS for Vanderbilt and ComNet** solutions. “This is part of the company’s customer-first approach, which already started with online learning initiatives such as an E-learning platform and remote training via Vanderbilt’s Virtual Training Suite, which allows practical exercises with access on real hardware.”

The App’s key feature is, of course, the 24/7 access to comprehensive technical information and learning material that it gives to users. Customers can easily search a comprehensive library of **FAQ Guides** to get the answers they need quickly. Moreover, in case they cannot find the documents they want, they can create support tickets directly from the App. Naturally, this is a substantial time-saving cost for our customer base via a direct search function.



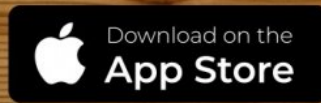
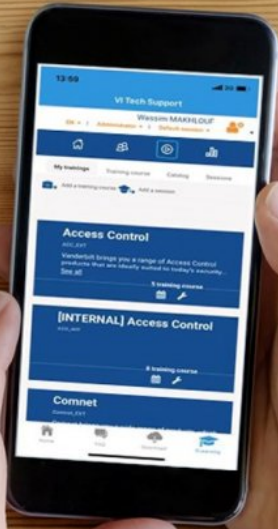
“We’re confident about creating more value by providing ongoing evolving offerings of technical information and self-learning material for our customers online,” continues **Klaus**. “Through studying the App’s analytics, we will be able to better understand our customers’ needs and better deliver information and support to them.”

Overall, the GTS Team at ACRE International expect this brand-new App will help customers answer more straightforward questions in a fast and more timely manner. Inevitably, this will free up the call-time availability of ACRE International’s GTS Team for more severe and urgent support clarifications.

****Download the Vanderbilt Technical Services App today from the App Store or Google Play.***

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