

## News

### Vanderbilt & ComNet to highlight Customer Journey “Value Adds” at IFSEC



*Wiesbaden, Germany, April 2019 - Vanderbilt, a global leader providing state-of-the-art security systems, announced today that they will jointly attend this year's IFSEC International with sister-company ComNet. The 2019 tradeshow takes place between June 18-20, at ExCeL London.*

In addition to their flagship products and prominence in open platforms and integrations, both companies, under the ACRE banner, will also highlight their ability to aid customers in every step of their security journey.

“From the moment our customers begin doing business with us, we want to deliver exceptional security and transmission solutions that present absolute peace of mind,” explains **Ross Wilks, Head of Marketing Communications at Vanderbilt International.**

Adding weight to this statement, **Pauline O’Riordan, Head of Product Management at Vanderbilt**, chimes in: “We pride ourselves in supporting clients through every step of their journey. As well as top quality products, this means value-added resources, clear communication and on time delivery. These are core Vanderbilt and ComNet characteristics and are the foundation of our drive to becoming the number one solutions provider in the markets we serve.”



## Online Excellence

On top of Vanderbilt’s complete and award-winning access control and intrusion detection portfolio, containing products such as [ACT Enterprise](#), [ACT365](#), [SPC](#), and [SPC Connect](#), the company’s close relationship with sister-company ComNet means it also has access to an in-depth transmissions and connectivity portfolio. This allows it to easily and swiftly support customers with products and services ranging from hardened Ethernet, commercial Ethernet, extended Ethernet, wireless Ethernet, optical interfaces and power systems.

Vanderbilt and ComNet’s drive to become all-round solution companies has seen them harness numerous tools to complement a buyer’s journey from start to finish. These added values include warehousing and distribution channels, in-country engineering, Technical and Sales Support teams, both online and offline orders, returns, and repairs, plus training

support.

Two of the latest injections into their service roster are **the new e-commerce webshop** and the **Learning Management System (LMS)**. The webshop is helping optimize the goal to serve customers 24/7. Accessed through Vanderbilt's main website, the webshop presents a simplified, intuitive interface that makes it easy to navigate and use. How-to videos assist with any questions that may arise and an improved product hierarchy and centralized Asset Management System (AMS) ensure all support materials are relevant and up to date.

The addition of the Learning Management System (LMS) follows a similar mantra, as it is designed to allow customers remote access to training courses and advanced learning options from anywhere, at any time. The platform includes quick-to-complete modules, quizzes and assessments, and downloadable notes, all equipped to allow customers instant access to resources about principal products in an instant.



## True Value Adds

Further expanding on this thinking and direction from Vanderbilt and ComNet is **David Sullivan, President of parent company ACRE International**: “We look forward to showcasing our ability to account for and support each step of our customers’ security journey at IFSEC this year. We believe these are true value adds that pack a real punch for

Vanderbilt and ComNet.

“When we stay on top of industry trends, our customers stay on top of industry trends. We want to bring unbridled creativity to our market approach and share this knowledge, insight, and reward with our customers. We believe this is what can make us efficient and competitive in solving multiple customer pain points and being a true “one-stop” shop for all of our customers’ needs,” **Sullivan** concludes.

IFSEC takes place in London between the 18th and 20th of June where Vanderbilt and ComNet will exhibit at **Stand No. IF1520**.

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