

AudioVisual Event Technology Quality Assurance Program

Event Technology Consulting Services

Electro-Media Design (EMD) has a track record of providing improved profitability and service for Event Technology/Audio Visual service operations. Whether services are internally managed or outsourced, we assess existing operations, review desired objectives and provide clear recommendations for profit and service enhancement.



Hotels, Resorts and Conference Centers

95% of all meetings and events require some type of presentation technology support. The level of technology service delivered greatly impacts the success of the meeting, the conference and the perception of the facility's overall service delivery. **EMD** will evaluate a facility's Event Technology/Audio Visual operations from service, sales and profit perspectives, and provide improvement recommendations as well as detailed plans and support for implementation.

For Facilities with Internal AV Program

Management our services include:

- ◆ Recruit, train and support AV talent
- ◆ Create customized, property-specific AV operating procedures
- ◆ Develop marketing materials and sales tools
- ◆ Monitor department performance - identify and correct challenges
- ◆ Engage pro-active selling techniques
- ◆ Review and recommend Department Management Software

For Facilities with Outsourced AV

Services our services include:

- ◆ Evaluate current service levels including guest feedback and financial analysis
- ◆ Evaluate on-property staffing and equipment to ensure maximized profitability
- ◆ Monitor and optimize AV service and profitability
- ◆ Support venue sales and management staff
- ◆ Lead negotiations for service contracts or renewals
- ◆ Develop Master Contract & Service Agreements

Better Meetings = Better Bottom Line

For Lodging and Facility Management Companies, Hotel Operators, Developers and Owners, **EMD** will assist you to:

- ◆ Evaluate Outsourcing vs. Internal AV service options. Scope includes:
 - Perform Needs Analysis
 - Investigate alternate business models and budgets with Feasibility Studies
 - Prepare and manage the Request for Proposal process when choosing an AV Service Provider
 - Evaluate and reconcile AV Service Provider proposals
 - Define performance metrics and agreements
 - Manage the transition period between vendors or business models
- ◆ Develop Standard Operating Procedures for AV services brand-wide to ensure consistent guest experiences regardless of individual property business models
- ◆ Manage multiple AV Service Providers across a brand with consistent direction and initiatives
- ◆ Design a self-branded, Signature AV Service that blends seamlessly into the overall event delivery
- ◆ Create Branding Initiatives for unique service



Electro-Media (EMD) is an independent technology design and management consulting practice with over 20 years of experience. **EMD** focuses on meeting space audiovisual, technology systems and acoustics to enhance meeting experiences for hotels, resorts, conference centers and corporate facilities of all sizes. From initial systems design to guest delivery of services, our consultation and support offerings are dedicated to achieve **Better Meetings**. Recognized as a hospitality industry leader, our perspective of Independent Advocacy has been the basis of our success for over 600 projects worldwide.

For additional information, please visit our website at www.electro-media.com or contact us at (301)355-5050 or via email at mail@electro-media.com