



CONTROL CONCEPTS, INC.

# Customer Service

*Proper communication and documentation are contributing factors to the success of a project during planning, construction, and the system's day-to-day operation. Control Concepts, Inc. places a great deal of emphasis on record keeping and information exchange with our clients.*

## Professional...

At Control Concepts, Inc., our first goal is to provide all of our valued customers with a detailed proposal and business agreement at the onset of each project. This helps to ensure that our clients have a clear understanding of each party's responsibilities within a given project structure. Furthermore, by utilizing a comprehensive quotation system, we can be certain that our clients know exactly what services can be expected.

## Analytical...

At the onset of a project, our Control Functionality Specification maps the interface design and associated functionality on a page-by-page, button-by-button basis. By providing this comprehensive document, the many variables involved in the production of a project can be controlled effectively and efficiently. The Control Functionality Specification provides the opportunity for the client to review and provide feedback on the proposed functionality prior to programming to ensure that the system will meet their expectations.

## Involved...

By using frequent communication, and by having a Project Coordinator available as a single point of contact to monitor each step of a project, Control Concepts, Inc. ensures that projects stay on track and customer satisfaction is achieved. The result of this approach demonstrates our commitment to the project and relationship.

## Thorough...

Control Concepts, Inc. will work with your engineers and technicians to provide onsite support to complete control system testing. We address any outstanding items and ensure that the system is fully tested and operating correctly per the control system functionality specification.



### Source Select

- Displays the appropriate controls for the selected device.
- Video or computer sources:
  - Powers on the projector if currently off.
  - Lowers the projection screen.
  - Selects the appropriate input on the projector.
  - Selects the appropriate input on the switcher.

Sample Control Functionality Specification detail.