



flawless performance.

PSAVTM

dramatic results.



A large audience is seated in a conference hall, facing a stage. The stage features several large projection screens. The leftmost screen displays the text "Plaque: Management Leader of the Year" and "2014". The middle screen shows a diagram with a central figure and arrows pointing to "CUSTOMER" and "GUEST". The rightmost screen displays a grid of photos. The audience is seen from behind, filling the foreground and middle ground. The lighting is dim, with spotlights on the stage.

— the perfect partnership
our focus on delivering innovative technology, combined with exceptional customer service, maximizes revenue and your guests' satisfaction.

Innovative
in legendary
maximizes your
satisfaction.



Guest expectations are escalating, ever intensifying the challenge for hoteliers to meet the rising demand for more sophisticated technology and connectivity. Are you meeting your guests' mounting technical expectations, while preparing for the next phase of innovation?

That's when you turn to PSAV. We'll help drive existing and new business, while providing immediate access to a wide array of local technology and professionals. Our team of experts, who are as creative as they are technical, receive continuous training and are backed by one of the industry's largest inventories of cutting-edge equipment positioned to maximize revenue, including:

- Computer interfaces
- 3-D video mapping
- Mobile apps
- Image magnification
- Digital audio
- Virtual meetings
- Special effects
- Concert sound and lighting
- Digital signage
- Web-archiving and streaming
- Rigging
- Power distribution
- HSIA

"We have been working with PSAV since we opened two years ago and value our partnership. PSAV's reputation with meeting professionals and their extensive knowledge of the hotel business help to drive strong revenue for the hotel. They know how to deliver an innovative experience to our customers, which adds value to their overall hotel experience. Our on-site PSAV team has become part of the Cosmopolitan family."

— Paul Whitney, Director of Catering/Conference Services, The Cosmopolitan Las Vegas

our topline is your bottom line

PSAV excels at building revenue through our proven on-site sales process and custom tools. With access to global learning and best practices, each property we serve receives support from professionals dedicated to developing new revenue streams, closing more business and building new relationships.

PSAV will drive more revenue for your property than any other technology provider through:

- **Customer1™:**

A proven, proprietary sales process for increasing capture rate and customer satisfaction, Customer1 includes hands-on training from skilled professionals on innovative ways to close more business with every group visiting your property.

- **Sales and marketing tools:**

Following the flow of known buying behavior, our team taps into an arsenal of methods for understanding and selling to meet a planner's event goals. Tools include SwankDraw® and INSPIRE™, proprietary mobile applications; property-specific websites and more.

- **Revenue management:**

Designed to maximize profit based on a consistent and cohesive pricing and sales strategy.

- **Staging capabilities:**

High-end production technology and specialists with vast large-show experience ensure we can support shows of any size.

- **Above property sales:**

Extensive relationships with major associations and corporate accounts.

- **Broadest technology offerings:**

In-house experts on a full range of event technology, including high-speed Internet, rigging, power distribution and virtual events.

- **Local and regional expertise:**

No matter where you are, we're your neighborhood provider.

- **Property knowledge:**

We know each meeting venue inside and out, employing our technological expertise and creative talent in the service of one mission: improving your business.





"Whether it's audiovisual services or specialty technology, the team at PSAV continues to deliver the spectacular for our property, while providing value to our customers and driving revenue for our resort. There is a confidence in their abilities that allows our team to ensure successful events for our meeting planners and their attendees."

— Robb McCreary, Hotel Director, Talking Stick Resort

redefine your customer experience

Like you, we depend on satisfied customers, leading us to push the industry standard for customer service and satisfaction. Driving to excel is our way of exceeding your guests' increasingly demanding expectations. At PSAV, we're committed to a collaborative, open culture, giving you a rare combination of insight and steadfast customer service to ensure your long-term success.

From the first moment you partner with PSAV, it is our goal to provide FLawless EXecution® at every event by:

- **Sharing a passion for excellence:**
It's this passion that inspires us to put on the best show ever... every time.

- **Believing in creativity and collaboration:**
We celebrate innovation and provide our team with the inspiration necessary to deliver a flawless performance on a daily basis.
- **Providing the best training available:**
We understand the importance of expanding our knowledge as a company through an unmatched learning and development department and training facility that offers our team education in: sales, management and hospitality, as well as a variety of technology disciplines and certified specialties.

- **Celebrating heritage:**
We have been outperforming the market for more than 75 years... one show at a time.

We operate locally and regionally, wrapping our size and scope of service with the agility of a small business. We study your property, your city and each meeting venue thoroughly, employing our technological prowess and legendary customer service to ensure a memorable and inspirational experience for your guests.

ultimate local resource



• Our director, best in class



• Extensive local inventory



• Local highly trained specialists



• High-end staging equipment in your vicinity



• External property sales support, including our Global Sales Organization targeting associations, Fortune 500 and producer markets



• Unparalleled investment in local and national learning and development



• A national travelling staging business for large shows



• Unmatched revenue generation



For more information, please visit us online at www.psav.com or call us at 877-430-7728.

