

## **Aiphone launches National Account Team to enhance customer service, grow business**

**Redmond, Wash. – October 7, 2021** –Aiphone, the leading international manufacturer of intercom and security communication products, is excited to announce the creation of a National Account Team, which will play an instrumental role in managing and growing the company’s business with multiple customers located in the United States.

Michelle Chiles, who oversees the West Coast, and Robert DiRico, who oversees the East Coast, recently assumed the positions of National Account Managers for their respective regions. This expansion began as an effort to streamline multi-state projects and to provide a single contact for large-scale project coordination.

“One of our business goals at Aiphone has always been to understand and consider the needs of our customers, along with offering superior service,” said Stephen Martorano, director of national accounts, Aiphone. “The creation of the National Account Team will provide customers with a seamless process for projects that span multiple geographic regions.”

Martorano said these new roles help Aiphone flawlessly manage projects from start to finish. Before creating the National Account Team, multi-state customers used to work with up to a dozen different Aiphone representatives. Now, they will have a single point of contact.

“It’s important that companies see Aiphone has a national account program, so they know who their direct contact will be,” said DiRico, one of the newly appointed national account managers. “Being able to manage these projects more easily offers Aiphone increased visibility into each project so, we are able to answer customer questions more quickly and resolves any issues that might arise.”

Chiles concurred with the benefits of the new program, especially for large-scale, high-profile clients. “In my new role, I’ve been able to support projects from start to finish for customers that include companies in the technology, federal, and transportation sectors,” she said.

Visit the Aiphone website for more information on the [National Account Team](#).

### **About Aiphone**

Aiphone’s wide breadth of high-quality, reliable products offer solutions for security points in almost any application. Known for design simplicity, technical excellence, and backed by award-winning customer support, our highly configurable systems range from DIY audio intercoms,



through sophisticated video entry systems, all the way to enterprise-level, IP-based communication networks with emergency call stations. For more information visit <http://www.aiphone.com/home/>

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