



## News Release

### **VOXX Electronics Technical Support Group Announces Significant Service Level Improvements**

**HAUPPAUGE, NEW YORK – JULY 21, 2015** --[VOXX Electronics Corporation \(VEC\)](#), a wholly-owned subsidiary of [VOXX International Corporation](#) (NASDAQ: VOXX), announced today the VOXX Technical Support Group has made significant performance improvements based on new initiatives put in place over the past year designed to deliver an even higher level of service to its installers.

“We recognize the importance of providing the highest level of tech support to our installers and are thrilled to announce the success these new initiatives have had within our Support Group over the past year. The new programs put in place under the experienced direction and leadership of Carl Peters, Support Group Vice President have assisted us in increasing the knowledge base of our phone techs, thus improving installer satisfaction and reducing our lost call percentages into the low single digits; helping to support one of our biggest remote start seasons,” said Tom Malone, President of VOXX Electronics Corporation.

The new initiatives that contributed to the successful changes the Tech Support Group experienced started by ensuring the call center was being utilized to its full potential and capabilities by implementing enhanced monthly, weekly and daily reporting. These reports were designed to assist management in forecasting the appropriate staffing needs based on call volumes and call center activity. The decision to replace aging desktop technology and install a new data system provided technicians with more insight into tracking information based on customer and incident, allowing the team to respond and react quickly and efficiently to the potential problems at hand. Also, instituting an individual performance evaluation report held each technician accountable guaranteeing the highest level of productivity.

The Tech Support Group is dedicated to providing all of its technicians with a ‘hands-on’ experience through an enhanced installation program driven at the Company’s R&D center and test facility in Hauppauge. This program led by Director of Tech Services, Edward Catapano, a 16-year veteran of VOXX Electronics brings a wealth of knowledge and experience to the group. At this facility our phone techs are given the space and the latest tools available to learn, practice and improve their skill sets. All new technicians are put through a comprehensive training course to become MECF certified within the first few months to ensure they are equipped with the highest level of education and training to better assist customers. Instituting a formal training program for all team members delivers a greater knowledge of current product and vehicle applications decreasing overall call times. It also benefits our veteran installers by keeping them current on the newest trends and techniques of today’s more complex products.

Malone concluded, “We value our employees and are invested in furthering their level of knowledge, education and training. Not only will these new changes benefit our technicians but it also guarantees that our customers are receiving the most advanced level of service possible. We recognize the importance of building a strong bond between our technical support group and the installers who truly are the heart of our business. We will continue to work on delivering the best-in-class performance that our customers not only expect but deserve.”

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**About VOXX Electronics Corporation (VEC):**

[VOXX Electronics Corporation](#) (VEC) is a wholly-owned subsidiary of [VOXX International Corporation](#) (NASDAQ: VOXX), a leading, global supplier of mobile and consumer electronics products. VEC is a recognized leader in the marketing of automotive entertainment, Location Based Services (LBS), rear observation systems, and vehicle security. Its extensive distribution network includes expeditors, mass merchandisers, regional mobile electronic chains and 12-volt specialists both domestic and internationally.

VOXX Electronics possesses a strong brand portfolio and its products rank among the top ten in almost every category in which they sell. Primary brands include [Advent®](#), [Audiovox®](#), [Car Connection](#), [Code Alarm®](#), [Invision®](#), [Jensen®](#), [Omega®](#), [Prestige®](#), and [Pursuit®](#). For additional information, please visit our Web site at [www.voxxelectronics.com](http://www.voxxelectronics.com).

**About VOXX International Corporation:**

[VOXX International Corporation](#) (NASDAQ: VOXX), formerly Audiovox Corporation has grown into a worldwide leader in many automotive and consumer electronics and accessories categories, as well as premium high-end audio. Today, VOXX International is a global company...with an extensive distribution network that includes power retailers, mass merchandisers, 12-volt specialists and most of the world's leading automotive manufacturers. The Company has an international footprint in [Europe](#), [Asia](#), [Mexico](#) and [South America](#), and a growing portfolio, which now comprises over 30 trusted brands. For additional information, please visit our Web site at [www.voxxintl.com](http://www.voxxintl.com).

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