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State of Louisiana
Department of Public Safety and Corrections
Public Safety Services

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To Whom It May Concern:

I'm writing to express my appreciation and recommendation of AV Solutions. In 2018, while acting as commander of the Louisiana State Police Crisis Response Section, AV Solutions was contracted to upgrade both our emergency operations center, and our over watch room (command and control). The multi-room video wall project included 34 total panels that were installed and configured to meet our needs. The system has two main control tablets and a fully integrated Barco ClickShare wireless system.

AV Solutions staff were very knowledgeable and set solid deadlines which they met. The system is very useful for our critical incident staff because of its simplicity. We didn't want a system that was difficult to operate or maintain because that would negatively affect our efficiency during times of activation. My staff and I have fully utilized the new system several times since it was installed, all during times of crisis. It has worked very well and allowed our senior command staff to have true operational awareness. This translates to enabling our leaders to make informed decisions based on real time information.

We have had only two small problem with the system. First, there was an issue with one of the controllers, which was quickly remedied in about an hour. The second was a single panel that went out and had to be replaced. AV Solutions responded quickly and had a new panel installed in no time. Their support is very robust and they stand behind their work. We liked the fact that we could call them at any time and get the help we needed. I can say without hesitation that we are very pleased with the work this company did and what the final product has done for the Crisis Response Section. I would gladly recommend them to any client looking for a reliable and simple to operate solution for their AV needs.

Please feel free to contact me if you have any questions.

Sincerely,

Captain Trevor Smith
Louisiana State Police
Special Investigations Division
7919 Independence Blvd.
Baton Rouge, LA 70806
225-921-1041

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