



Dear Customer,

As you may be aware Biamp purchased Audioprof (Apart & Community Brands) earlier in 2019, since this time we have spent considerable effort streamlining our approach to the European market and our distribution partners. As we believe in the synergy of our wider brand portfolio we have chosen to work through a single distributor in each country. In the German market we will be dealing with Prodytel - a long-time partner of Biamp in the German market. Additionally, we have made the following changes:

- Product is available ex-stock from Prodytel in Germany, backed up by our EMEA warehouse in Belgium
- We have retained and expanded the old apart and community teams as part of Biamp Europe, with offices in Schoten (Europe HQ) and London. Biamp itself has been in business for over 40 years in Europe
- Warranty on all Apart products has been extended to 5years in line with Biamp policy.
- We aim to match all the commercial terms of customers in the German market through this transition.
- We have 15 people in sales and Vertical market development in Europe to aid our partners along with pre & post sale technical support.

Prodytel is a long-established distributor in Germany and has a network of sales and support across the region, to support our customer base at every stage of their business.

I look forward to working with you and continuing to develop our respective business's together over the coming years as we continue to expand our product offerings to the German market.

In the meantime, if I or any of my team can be of assistance to you, please do not hesitate to contact us.

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