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EDITORIAL CONTACT

Jenelle Thomas/ in | fusion

phone: 203-252-2173

e-mail: jthomas@ifadvertising.com

website: www.ifadvertising.com

Hanwha Techwin America Expands Sales and Support Teams



Alyssa Van Sant

Teaneck, NJ (August 31, 2017) – [Hanwha Techwin America](#) (HTA), a global supplier of IP and analog video surveillance solutions, announced the development of its Inside Sales Department. Alyssa Van Sant will lead the department as the new Inside Sales Manager with Searah Hawkins, Joy Kang, and Tyler Spatz as Inside Sales Specialists and multiple other positions planned to be filled this year to support our STEP Dealer and sales growth.

HTA established the Inside Sales Department to support its STEP dealers and pro-actively engage with them on a daily basis, supporting their needs with a constant, cooperative team. The Inside Sales Department will oversee requirements of project registration,

demonstration requests, sales information, product crossovers and will be the one source with responsive answers.

In addition, Hanwha is expanding its Technical Support hotline hours to 9AM-8PM (previously 9AM-5PM), Monday through Thursday beginning the week of September 4th. The expansion provides more support during the busiest days of the week, helping dealers and end users in the field with technical issues and support. With a new priority support number specifically set-up for STEP dealers, Hanwha's response time will be faster than ever. To support this expansion, Hanwha will add three additional support team members to their call center in the next 60 days.

"2017 has been a year full of growth for Hanwha Techwin. These additions are necessary to continue to provide our end-users and reseller partners quick access to the products and information they need," said Tom Cook, Senior Vice President of Sales, Hanwha Techwin America. "We believe these initiatives will create a stronger support base for the industry and our anticipated growth through 2018."

For more information, visit www.HanwhaSecurity.com. To access the Inside Sales Department, please contact insidesales@hanwha.com.

About Hanwha Techwin America

Hanwha Techwin America is the U.S. subsidiary of Hanwha Techwin, a South Korean based company. Hanwha Techwin is a leading global supplier of solutions for IP and analog video surveillance. Building on the company's history of innovation, Hanwha Techwin America is dedicated to providing solutions with the highest levels of performance, reliability and cost-efficiency for professional security applications, such as continuing development in advanced edge devices and video analytics. For more information, visit www.HanwhaSecurity.com