[](https://www.facebook.com/RiedelCommunicationsInternational) [](https://twitter.com/RIEDELnet) [](https://www.linkedin.com/company/549773) [](https://www.youtube.com/c/RiedelNet) [](http://de.pinterest.com/RIEDELnet/) [](http://instagram.com/riedelcommunications) [Icons web 25px9](http://de.slideshare.net/RIEDELCommunications)

|  |  |
| --- | --- |
| **Agency Contact:**  Ian Cookson  Wall Street Communications  Tel: + 44 77951 97223  Email: [ian@wallstcom.com](mailto:ian@wallstcom.com) | **Riedel Communications Contact:**  Serkan Güner  Marketing and Communications  Tel: + 49 174 339244  Email: [press@riedel.net](mailto:press@riedel.net) |

**Link to Word Doc:** [www.wallstcom.com/Riedel/211216-Riedel-David\_Perkins.docx](https://www.wallstcom.com/Riedel/211216-Riedel-David_Perkins.docx)

**Image Link:** [www.wallstcom.com/Riedel/David\_Perkins.jpg](https://www.wallstcom.com/Riedel/David_Perkins.jpg)

**Image Caption:** David Perkins, Riedel Americas’ New Manager of Service and Support

David Perkins Joins Riedel Americas as Manager of Service and Support

**Los Angeles** — **Dec. 16, 2021** — Riedel Communications today announced that David Perkins has been named manager of service and support for Riedel Americas. Perkins joins Riedel with decades of coaching and leadership experience within technical environments. In this new role, he will oversee the company’s internal technical support and service teams; enhance the processes and practices used to set and exceed customer satisfaction goals; and continue ongoing training around evolving technical service requirements.

“David has impressive experience across all aspects of service and support, and virtually all of it within technical departments and organizations,” said Joyce Bente, President and CEO, Riedel Americas. “He has a long history in IT, with a wealth of knowledge around software-based solutions for the media industry. As Riedel continues its growth in markets across North America, David will play a vital role in ensuring we’re ready and able to continue providing stellar service and support.”

Prior to joining Riedel, Perkins most recently served as director of client services for Bitcentral. During his eight years with the company, he undertook strategic analysis, training, and projects across the department, and in partnership with sales, development, and product managers, to drive effectiveness across multiple teams.

Perkins previously was director of information technology at First Mortgage of America, where he provided strategic direction for all communications functions, including network, telecom, messaging, and mobility; coordinated validation and automation of support processes; and defined and documented change control process, testing process, and standard operating procedures.

Bente added: “By keeping up with the latest emerging technologies and adopting ITIL processes that combine IT processes together with support-related services that cater to the next-gen business demands, David has gained valuable IT solutions insight that will help our customers navigate the transition to IP.”

“My primary aim is to bolster the global customer support desk and ensure the business remains customer-centric,” said Perkins. “I will also help build out the customer success function in all of Riedel’s key global markets, each with revenue responsibilities, success planning for customers, focused accountability for the customer, and account ownership.”

Perkins will be based in Riedel’s Los Angeles offices and report directly to Bente.

Further information about Riedel and the company’s products is available at [www.riedel.net](http://www.riedel.net).

# # #

**About Riedel Communications**

Riedel Communications designs, manufactures, and distributes pioneering real-time video, audio, data, and communications networks for broadcast, pro audio, event, sports, theater, and security applications. Riedel is locally headquartered in Burbank, California, with its global headquarters in Wuppertal, Germany. Riedel employs over 700 people in 25 locations throughout Europe, Australia, Asia, and the Americas.

All trademarks appearing herein are the property of their respective owners.