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| **Agency Contact:**  Miranda Warren  Wall Street Communications  Tel: + 1 631 681 7475  Email: [miranda@wallstcom.com](mailto:miranda@wallstcom.com) | **Riedel Communications Contact:**  Serkan Güner  Marketing and Communications  Tel: + 49 174 3392448  Email: [press@riedel.net](mailto:press@riedel.net) |

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**Photo Caption:** Marcus Wheelwright, Vice President of Customer Success, the Americas

**Riedel Taps Longtime Powerhouse, Marcus Wheelwright, for the Role of Vice President of Customer Success, the Americas**

**WUPPERTAL, Germany** — **Jan. 19, 2023** — Riedel Communications today announced that Marcus Wheelwright has joined the company as vice president of customer success for the Americas. In his new role, Wheelwright will manage customer success operations for the Americas, increasing customer satisfaction by creating frictionless experiences for customers throughout their journey with Riedel, including initial demos, training, delivery, and post-sales support.

“We are excited to have Marcus take the helm of our customer success operations in the Americas. With his extensive and impressive background in customer success at other leading global companies, Marcus offers a wealth of knowledge and experience and is a fantastic fit for this role,” said Joyce Bente, President/CEO of the Americas. “As Riedel continues to grow in the Americas, Marcus will ensure the customer journey is smooth and successful.”

Prior to joining Riedel, Wheelwright was the manager of support engineering at AWS Elemental, an Amazon Web Services company, where he built and led a technical team of subject matter experts focused on internal and external training, knowledge content, and tooling. Wheelwright previously spent over 20 years at Grass Valley in various support roles such as senior technical support engineer, manager customer service, director global quality, director Americas services and support, culminating as vice president, of Americas services and support. He built and led the customer success, technical support, and professional services teams of up to 100 personnel across North and South America.

“I am thrilled to have someone with Wheelwright’s pedigree heading up the services department,” added Bente. “I anticipate smooth sailing ahead and great success with such a qualified partner supporting myself, our sales team, and our customers.”

“It’s an exciting time for me to be joining Riedel, and uniting with my former teammate, Craig Thompson, as the company’s customer success department grows globally,” stated Wheelwright. “Riedel comes with a strong set of services already, and I am looking forward to extending that portfolio and helping Riedel realize its vision of customer-centric operations.”

Wheelwright will be based on the West Coast and report directly to Craig Thompson, executive director of customer success. Further information about Riedel and the company’s products is available at [www.riedel.net](http://www.riedel.net).

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**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 Santa Clarita, California, with its global headquarters in Wuppertal, Germany. Riedel employs over 1000 people in 30 locations throughout Europe, Australia, Asia, and the Americas.  
  
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