

# Crestron Electronics, Inc. Rockleigh, New Jersey

There's a little known secret tucked into the woods in a quaint town in Bergen County New Jersey. It's a high-tech campus where the latest control and communication technology is being developed, tested and produced for some of the world's most powerful companies and influential people. More than 350 of the most skilled engineers are hard at work, using the most sophisticated precision technology to create the products of the future today.

It's not the CIA or NORAD. It's not a military or government facility at all. It's a privately owned technology manufacturer that started in Cresskill, NJ nearly 40 years ago in one man's garage, and now has 53 offices from which it operates globally in 90 countries on every continent in the world. Crestron Electronics world headquarters consists of four buildings in the tiny hamlet of Rockleigh, NJ, just 20 miles from New York City. The Crestron campus includes a 100,000 square-foot state-of-the-art Research Center, a manufacturing plant, visitor center and training facility.

All \$400 million in sales are manufactured and distributed locally. Global shipping is handled from the Crestron central distribution center in nearby Carlstadt, NJ. This modern facility stores, processes and ships more than 20,000 packages each month with impressive operational efficiency. "Crestron represents the very best in American innovation and ingenuity. When other companies are going off-shore or moving for real-estate or tax benefits, Crestron remains loyal to its employees and its roots," says Matthew Shaffer, Consumer Electronics Association.

Through all of its tremendous growth – Crestron recently posted its 20th consecutive year of double-digit growth – Crestron

Despite an increasingly competitive marketplace, challenging economy and rising costs, we continue to grow - creating jobs and helping fuel the economy, our industry is strong and the future looks brighter than ever.

remains fiercely loyal to its people and community. The company still operates out of the Cresskill location, only now instead of offices, the building has been converted to an automated pre-production facility

that builds all the printed circuit boards that will be used in the manufacturing process.

Crestron currently has 2,500 employees and continues to expand. Over the last four decades, the country has experienced several economic cycles, but Crestron has always seen one trend –



New 100,000 square-foot state-of-the-art Research Center in the Rockleigh Campus

straight up. "Despite an increasingly competitive marketplace, challenging economy and rising costs, we continue to grow - creating jobs and helping fuel the economy," says Randy Klein, Executive Vice President, Crestron Electronics. "Our industry is strong and the future looks brighter than ever."

Led by a visionary president, a charismatic vice-president and incredibly talented management, Crestron doesn't merely stay ahead of the curve – it sets the curve. New technology and products continue to stream out onto the market. More than 1,000 new products have been introduced in the last ten years. Masterfully diversified, the company is apparently recession-proof. While most other tech companies need to manage high turnover rates and cut backs, Crestron continues to increase revenue, open new offices and hire more people. With all the new products in development and the increasing demand for Crestron solutions, the company infrastructure must continually grow to support its customers.

Crestron attributes its success to its people. Crestron employees genuinely care about the company and each other. It's a very unique and refreshing environment. The culture is an exceptional mix of entrepreneurial spirit with corporate resources. New ideas seem to crop up from anywhere and anyone. If someone comes into the office with a good idea one day, the next day they're doing it.

"Many companies grow by acquisition; we grow through innovation," explains Klein. "We add value and create opportunities. We're focused on growing our industry and the economy, not investor portfolios. Crestron is a private company so we have that freedom, and with that freedom we feel we have a great responsibility to support our employees and partners."



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The Crestron philosophy is simply to hire the most talented and motivated people. This is especially true for engineers. There is a finite number of experienced software and hardware engineers, but they seem to gravitate toward Crestron. Even if a position doesn't currently exist, Crestron will always hire a skilled engineer, appreciating the value that person represents, and knowing the company will ultimately benefit from his/her contributions.

The engineering team at Crestron is among the most respected in the world, attracting the attention of other leading companies such as Cisco and Microsoft. Crestron has a unique vendor and OEM partner relationship with both companies, and is currently co-developing new technology with Microsoft. "Crestron is a valued Microsoft partner," said Megan Both, Senior Director, U.S. Sales for the OEM Division at Microsoft. "Microsoft and Crestron continue to work together on new technologies to enhance the consumer experience."

Crestron consistently re-invests 40 percent of profits into the company, primarily for research and development. George Feldstein, Crestron President, believes that his engineers should have the

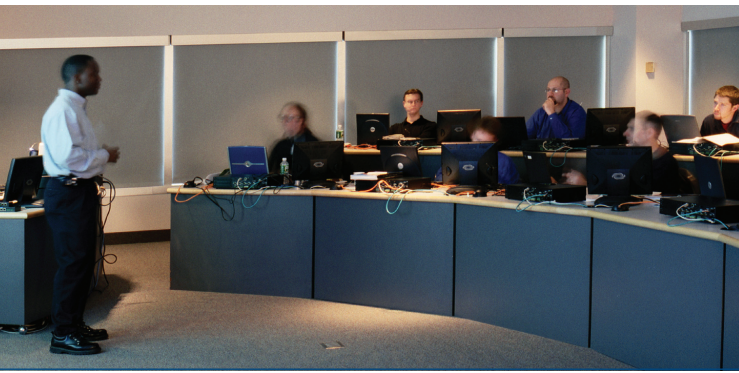
which the operator conducts the tests and monitors progress from a video surveillance camera. This was a significant financial investment, but since wireless communication is fundamental in so many of the latest products, Crestron wanted to ensure the fastest, most secure and reliable solutions. Having the ability to fully test new products in-house has been instrumental in reducing R&D cycles and bringing products to market quicker.

The envy of almost any other high-tech manufacturer, Crestron engineers have several other state-of-the-art devices at their disposal. The SLA "rapid prototype machines" literally grow products within just a few minutes or hours depending upon the complexity of the unit. CAD drawings are inputted to a computer, which drives a precision laser. The laser heats a special resin which in turn solidifies and builds a three-dimensional solid object. Once cooled, engineers can quickly and easily determine minute adjustments to their design as necessary, shortening the prototype process by months.

Advanced sound rooms, a lighting strike simulator and a UL test center are all further evidence that Crestron is committed to excellence, providing its people with the best tools and expecting nothing less than exceptional results.

Excellence is expected at Crestron and the company has the track record to substantiate that conviction. Over the years, Crestron, and its founder, have received more than 175 awards. These honors recognize several technology firsts, philanthropic activities and lifetime achievement. Feldstein developed the first touchpanel; the first color touchpanel, the first wireless control system, the first IP-based control system and the first touchpanel with an Embedded PC operating system – just to name a few. Feldstein and Klein received volunteer of the year awards for donating systems to schools and to the Elf Foundation (Theater of Dreams for Children's Hospitals). Feldstein founded the Crestron Eagles Program, which provides home theaters to military hospitals for wounded service men and women returning from Iraq and Afghanistan.

There's a lot to be proud of in Bergen County, and now there's one more. The world leader of commercial control systems and home automation lives right in our own back yard. Well, hopefully traffic on Piermont Road won't be too bad now that the secret is out.



Crestron Training Institute provides the best training in the industry in its worldwide training facilities

latest and greatest tools and facilities if they are expected to create next generation technology. For example, Crestron houses the only RF Chamber in the industry.

The RF Chamber is a mammoth 2-story structure that tests wireless RF and WiFi communication frequencies, outputs and range. Sophisticated algorithms track and display precise levels graphically on a computer in the adjacent control room from