



FOR IMMEDIATE RELEASE

AVPro Global Holdings LLC

Media Contact: Tom Devine, +1 605-782-2471, tom@avproglobal.com

AVPro Global Launches Tech Sage: AI-Powered Platform Revolutionizes Technical Support for AV Integrators

Advanced AI Assistant Built on Claude Sonnet 4.5 Delivers 24/7 Expert Guidance for System Design, Product Selection, and Technical Troubleshooting

Sioux Falls, South Dakota, December 17th, 2025 /News Release/ AVPro Global Holdings LLC, parent company of AVPro Edge, AudioControl Pro, Bullet Train, RTI, ProControl, ThenAudio, and Murideo, today announced the launch of Tech Sage, an advanced AI-powered platform designed to provide integrators and regional reps with instant, expert technical assistance across all aspects of audio, video and control technology. Tech Sage is available now to authorized AVPro partners.

The Value of AI-Powered Support Services

Designed to work alongside AVPro's dedicated technical support team, Tech Sage provides integrators with an additional resource for quick answers and preliminary guidance. Built on Claude Sonnet 4.5, Tech Sage represents a significant advancement in technical support capabilities for the AV industry. The platform offers intelligent, context-aware responses tailored specifically to AVPro's comprehensive product portfolio, including AVPro Edge, AudioControl Pro, RTI, Bullet Train, Murideo, and ThenAudio brands. Tech Sage's core capabilities include advanced document processing supporting PDFs, images, Microsoft Office files, and technical drawings; real-time data analysis and visualization; multi-turn conversation memory for complex problem-solving; and intelligent product recommendations based on specific project parameters. The platform is designed to assist with system design consultation, technical troubleshooting, product specification comparisons, installation guidance, and business operations support. Of course, AVPro's experienced support engineers remain available for complex troubleshooting, custom solutions, and personalized assistance that has become a staple of the AVPro experience, ensuring that partners receive the right level of support at the right time.

"Tech Sage represents a significant leap forward in how we support our integrators and reps in the field," said Matt Murray, CTO of AVPro Global. "This AI-powered platform delivers expert assistance across every aspect of audiovisual technology, from system design and product selection to technical troubleshooting and installation guidance. What makes Tech Sage incredibly powerful is its ability to understand context and provide tailored recommendations based on specific project requirements, venue details, and technical specifications. Our integrators can now access instant, intelligent support 24/7, whether they are designing a complex 200-person conference center or troubleshooting an installation challenge on-site. This isn't just a chatbot, it's a comprehensive technical companion that processes documents and analyzes specifications, delivering the kind of expert guidance our partners have come to expect from AVPro, whenever and wherever they need it."

"As we continue to expand our product portfolio and serve increasingly sophisticated AV installations, providing our partners with the best possible support tools is essential," said Jeff Murray, Founder and CEO of AVPro Global. "Tech Sage embodies our commitment to innovation and partnership, ensuring



that integrators have immediate access to the technical expertise they need to deliver exceptional results for their clients."

For more information about Tech Sage or to request access, visit www.avproglobal.com/pages/avpro-ai-tech-sage or contact the AVPro Global sales team at info@avproglobal.com.

[DOWNLOAD IMAGE HERE](#)

About AVPro Global Holdings LLC

AVPro Global is a privately held American company headquartered in Sioux Falls, SD, with satellite offices in St. Petersburg, FL, Seattle, WA, Minneapolis, MN, a European office in Bratislava, Slovakia, and an office in Shenzhen, China. Recognized as one of the 2025 Inc. 5000 Fastest-Growing Private Companies in America, AVPro Global's audio/video-centric brands include AVPro Edge, AudioControl Pro, Bullet Train, Murideo, RTI, and Thenaudio – combine their respective strengths to perfectly complement AVPro Global Founder and CEO Jeff Murray's vision, "To be recognized as the best residential and commercial AV signal distribution and control products and services company on the planet."