



# **CHRISTIE** **NETWORK** **OPERATIONS** **CENTER**

Total Support. Monitoring. Maintaining.  
Troubleshooting. Solving.

**CHRISTIE**<sup>®</sup>



# CHRISTIE PROFESSIONAL SERVICES

Christie® Professional Services is one of the industry's most trusted service providers, supporting commercial AV systems and our partners globally. Almost 95 years of experience in advanced display technology has given us deep insights that ensure the smooth delivery of your project within the most complex IT and AV environments.

With strategic locations worldwide and a comprehensive network of customer service engineers, project managers, and training and service technicians, we can swiftly provide the expertise you require.

Think of us as an extension of your AV/IT service team, ready to support your mission

Partnerships are at the heart of the way we work. We understand the value of acting as a good partner rather than just saying we're one. Globally, we deploy when and where you need us, with trusted and trained service professionals.

And at our Network Operations Centers (NOCs), our experienced technicians provide total system support to diagnose and resolve your system's issues, no matter the time, day or night, 365 days per year.

As an industry-leading technology provider, we offer:

- › **Partnerships with business leadership** that help you crystalize your project goals and identify challenges and opportunities to deliver a high commercial-value solution
- › **Tailored service options** designed to fit your business requirements and budget
- › **Prompt, accessible, reliable support**
- › **Consistent global services**, from simple break-fix to end-to-end support capabilities, through a single point of contact, so all your locations can access almost immediate event resolution expertise
- › **Global leadership in technical AV expertise** including infrastructure, multi-platform, and multi-vendor technology skills
- › **Remote service and automated web-based and mobile options** that help speed-up problem solving, and control the cost of IT infrastructure support and maintenance
- › **Proactive monitoring and event notifications** that help minimize business disruptions

Giant Dome Theater at the Museum of Science and Industry. Image courtesy of J.B Spector. AV system design and integration by D3D Cinema. >

"We are very proud to partner with Christie's Professional Services team. Bringing their 24/7 NOC service desk and their skilled field service technicians to our clients in the museum marketplace has been a huge benefit to our business. The service team truly understands our customers' needs and when the unexpected arises, they always go above and beyond to resolve the issue."

-Richard Garbett, VP Service and Support at D3D Cinema





# WE'RE AT YOUR SERVICE

## Monitoring your displays – day and night

We understand that downtime is not an option. As an extension of your AV/IT service team, it's our mission to keep your customers' equipment running. At our world-class Network Operations Centers, experienced Christie technicians do just that.

Using the latest in predictive maintenance tools and Cinergy, our remote monitoring and management software platform, our team spots potential issues before they impact display systems and provide advance notice of software upgrades for timely maintenance.

## Real-time case management portal

Our Cinergy case management portal keeps you close to status of your service cases and equipment, anytime, anywhere. Important day-to-day business won't be interrupted as you receive near real-time case management information and access to your system's profile information. And if you prefer to collate this information in a detailed on-demand report or automate scheduled summary reports sent via email for you and your team — we can do that too.

## Available 24/7, 365 days per year

- › **Immediate end-user support** to quickly diagnose, troubleshoot, and resolve your system's issues
- › **Emergency service call documentation** for future reference, and tracking of repeated problems and their analysis
- › **Worldwide coverage and response** options to meet your business needs
- › **Flexible communication** via phone, email, and our self-service portal
- › **Management reports** for quick analysis of ongoing issues, systems and service performance





# FLEXIBLE AND TAILORED SUPPORT

We know there's no such thing as a  
'one-size-fits-all' solution

Your company's operations are unique and so are your support needs, so why compromise? We're here to help customize services that meet the needs of your business — and budget. Together, we'll identify service level targets and agreements that protect your investment, give you peace of mind, and offer real value.

"Working with Christie and using their Professional Services – they're light-years ahead. There have been countless times where there have been issues onsite, and we haven't been able to go, but Christie is there, and within 24 hours, it's fixed and fully back up and running."

-Greg Goates, Service and Support Manager at Cosm



**CHRISTIE**<sup>®</sup>

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For the most current specification information, please visit [christiedigital.com](https://christiedigital.com)

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