Customer:
Christie Managed Services

Location:
Cypress, California USA

Industry/Market:
Entertainment/Communications

Requirements:
- Environmentally-friendly solution
- Operator-friendly resolution
- 24/7 reliability
- Aesthetically pleasing layout as the command center is viewable from a conference room

Summary:
Large 2x4 video wall, located in a 1,750 square foot room. Total resolution is 2100 x 5600 with 11.8 million pixels.

Command center video wall:
- 8 Christie RPMX-D275U DLP® rear screen projection engines SXGA+ resolution (1400 x 1050); 8 anti-reflective high contrast wide-angle 80" diagonal screens; 2x4 curved array; 20.8' across by 8' high

Processing system:
- Content managed by Christie TVC-1210

Results:
- 50% increase in total pixel count and image resolution
- Significantly brighter video wall
- Ensured 24/7 reliability

Christie’s Managed Services state-of-the-art Network Operations Center (NOC) facility in Cypress, California

Christie is a global leader in visual applications for world-class organizations, offering diverse display solutions for a variety of businesses, including the entertainment industry. This NOC facility was expanded to address the ongoing growth of digital cinema and on-screen advertising opportunities. The facility will increase the service capacity that monitors, maintains and services tens of thousands of digital projectors across the U.S. and Canada on a 24/7, year-round basis. This expansion allows for greater capability to handle devices from post-production to large group training centers and control rooms.

The challenge
Christie Managed Services currently provides round-the-clock monitoring of 32,431 devices, including 3,780 digital cinema screens and 4,700 pre-show advertising screens in over 830 sites across North America. Many theatre owners consider Christie digital projectors as their “technological cornerstones” in theaters, allowing them to maximize usage as multi-media presentation facilities.

“Christie Managed Services is one of our most valued assets, because it provides us with complete peace of mind when it comes to our equipment,” remarked Frank Rimkus, CEO at Galaxy Theatres, Gig Harbor, Washington at the opening of the Network Operations Center (NOC) provides 24/7 monitoring of over 32,000 devices located in over 800 sites across North America.
Christie NOC. “We can concentrate on delivering quality content and excellent customer service to our patrons. All of our digital devices are closely monitored and maintained at optimum operating conditions, with Christie technicians responding quickly to resolve any issues.”

Their are 17 operator work stations in the command center and each operator is dependent on the video wall to help them monitor all networked activities. On a 24/7 basis they must be alert and responsive to assist and dispatch field technicians as quickly as possible to locations across North America.

The solution

At the heart of the new Managed Services NOC is the command center that is now dominated by a cutting-edge Christie 20.8’ wide by 8’ high video wall. Christie rear projection products run with an average of 63,000 hours MTBF (Mean Time Between Failure), the longest documented hours of operation in the industry.

Decision-making factors

“Reliability was a key factor in our decision making,” says Sean James, vice-president, Managed Services at Christie. “Of course you want to support your company, using products from another business unit, but if we weren’t 100% confident about the reliability we would have looked for an alternative solution. The new Christie NOC offers greater reliability, greater performance and greater customer security for all our customers’ digital devices.”

There was also a need to fit the video wall into an efficient and polished environment. Great care had been placed in the design and layout of this new facility and the NOC is a component of the sales presentation for prospective new clients for Christie Managed Services. The Command Center is viewable from a conference room that will be used for a variety of meetings.

Return on investment

With built-in scalability and redundancy, the NOC video wall can monitor a myriad of devices remotely, including digital cinema projectors, screens, retail signs, servers, hardware and peripherals. It can also quickly expand to meet increased demands for any additional asset monitoring requirements or technical support dispatching.

“As the epicenter of the digital cinema revolution, the Christie NOC will become a global hub for service and support of digital devices around the world.”

Jack Kline, President and COO,
Christie Digital Systems

“The significant expansion of the Christie Managed Services NOC confirms our solid commitment to the future of digital technology,” said Jack Kline, president and COO, Christie, USA. “The NOC reflects our ongoing investment to meet the needs of our customers and our pledge to provide the highest level of technical support to ensure our their success.”

Contact Christie

Christie Control Room solutions use state-of-the-art components to create high-performance display walls with the reliability you need for your 24/7 requirements. We offer the flexibility required to integrate and display real-time information from a wide variety of sources. You can count on Christie not only to provide the best possible solution, but also to stand behind that solution with after-sales support and maintenance programs that are second to none.

Christie has been manufacturing 24/7 rear projection display wall solutions for over 25 years. We are the worldwide leader in projection display equipment.

A Christie representative is available to answer all of your questions concerning the application of video wall technology to meet your control room needs. Contact us today at sales-US@christiedigital.com to find out how you can benefit from a Christie rear projection display solution.

For the most current specification information, please visit christiedigital.com
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