

# Christie Network Operations Center

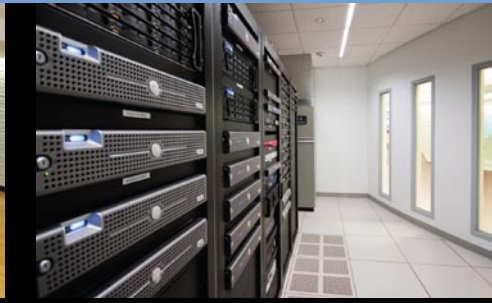


## Supporting our customers' investments

Christie Managed Services offers a partnership of technology, trust and reliability. Christie's unique turnkey solutions and à la carte service programs are based on our expertise, industry knowledge and understanding of our customer's needs. Our state-of-the-art Network Operations Center (NOC) and facilities expansion demonstrates our continued commitment to our customers – with greater reliability, performance and customer security.

### Key NOC highlights:

- Total number of devices monitored – 32,431
- Covers 16,000 sq ft over two levels integrating NOC staff, pre-staging/assembly and training
- Uninterrupted operation since inaugural launch in November 2003
- Monitoring over 3870 digital cinema screens as well as 4700 screens of on-screen advertising in over 830 locations throughout US and Canada
- New infrastructure has built-in capacity to support up to 150,000 devices
- Vendor/manufacturer agnostic



Christie Managed Services offers full support to meet and exceed your expectations for continuous, reliable product performance. Whether you have an existing facility, are in the early stages of planning a new installation, or anywhere in between, the Christie Managed Services team is there for you every step of the way. We will meet the unique technology needs of any organization with around-the-clock support.

Offering a national US service network with a two-hour response time in 54 markets, our state-of-the-art NOC features a 24/7 technical help desk, remote monitoring and configuration management, preventative servicing, on-site emergency response and critical spares replenishment programs.

#### Command center

- Secured room, controlled access
- Accommodates 17 operators with additional expansion available
- Additional space allocated for 20 call center agents
- NOC operators with dual monitor setup
- No workstations in the command center – 32 Port KVM system
- Continuous lighting and workstation power
- Industry-recognized Nortel Call Center System
- Large display wall – 2x4 array of 80" Christie DLP® Cubes

#### Communications room

- Separate secure raised floor room for WAN and LAN equipment
- Environmentally monitored
- All Cisco WAN/LAN environment
- Multiple AT&T WAN circuits
- Additional WAN fiber already in place

#### Electrical room

- Separate secure room
- Large redundant UPSs feed A/B power systems
- Generator automatic transfer switch – 250 KVA Cummins Backup Generator, 24hr runtime
- Separate CRAC

#### Training rooms

- Two reconfigurable training rooms equipped with power and HVAC
- Accepts all manner of AV equipment for installation, repair or technical hands-on training
- Easily reconfigurable for whatever the training needs require

#### Integration center

- Enhanced area and capability to create capacity for Digital Cinema integration activity
- Staging and pre-assembly
- Two system integration areas with secure storage

#### Services provided

- Consultation
- Site prep/implementation
- Integration
- On-site field service
- Preventative maintenance
- Critical logistics
- Remote monitoring of critical devices
- Remote troubleshooting
- Remote repairs
- Remote software upgrades
- Configuration management
- Dispatch
- Call center



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ISO 9001



ISO 14001



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