

Services for 3D/Advanced Visualization and Simulation



From concept to reality

Christie® understands that each customer has their own problems to solve with a unique set of needs and requirements. Based on successful installations around the world, we have a proven process in place to take you and your project from inception to completion, on schedule, on budget and with proven reliability.

Christie has the innovation, breadth of technology, engineering strength and integration expertise to offer completely customized solutions, as well as standardized, turnkey solutions. Both options minimize your initial costs and lifetime expenses of the advanced visualization or simulation display. Offering a complete suite of solutions to meet all your needs, we provide conceptual consultation through planning, integration and installation. And it doesn't stop there – we also offer a full range of system service and support in a collaborative environment, involving you every step of the way.

CHRISTIE®

Christie's integrated visual display solutions

Christie offers full support for our customers no matter the level of engagement required. We'll consult with you, determine project scope and feasibility, and move into system design with a focus on your critical success factors, no matter what scale your project requires. Supported by experience, technology leadership and innovation, Christie follows with ISO certified project management practices that see you through to design, installation, integration and complete training and support.

Christie's broad support services meets our customers' expectations for functional, continuous, reliable system performance. With the best technology delivered in a fully integrated solution, coupled with a choice of service coverage programs or a la carte preventive maintenance and emergency field service options, Christie provides complete piece of mind for your investment.



Consulting

What do you need your system to do for you? In our pre-sales consultations, we work with you to assess any workflow requirements and system considerations. We work with architects to integrate our display solutions into your facility designs. Using needs analysis and user case studies, we help you interact successfully with your existing systems. Our team of factory-trained Field Application Engineers can also provide a site survey to evaluate your current system and site prior to installation and identify possible issues.

Feasibility studies

Once the scope of the project is agreed upon, we provide recommendations for the most cost-effective, functional system to meet your specific needs – whether it's a standardized package for quick, simple deployment or a completely customized solution.

System design

Diverse applications can create a variety of challenges. We provide high-performance "real world" visual display solutions: our 3D/advanced visualization and simulation products meet the most demanding specifications, including factors such as geometry, image blending and warping, resolution, color and brightness uniformity, immersion, stereoscopy and interactivity.

Critical success factors

We'll work with you to establish the key performance metrics such as resolution, brightness and contrast within the design to set as performance parameters and ensure your complete satisfaction.

Vendor selection criteria

Using the defined Critical Success Factors, Christie identifies key success criteria for components within the system (including screen, software, tracking and computer hardware). This helps your organization to make educated decisions during vendor selection, guaranteeing your satisfaction with our world class visual display solution.

Project management

With an ISO9001 certified custom project process, our project managers oversee the finite details of your visual display solution efficiently, on-budget and without worry for a seamless transition from concept to completion and customer operation. We coordinate design, procurement, factory testing, shipping and installation so the process runs smoothly and is all-encompassing.

Design

Factoring in the needs analysis study, we take the design from concept to reality. Working in collaboration with the customer, architects and mechanical engineers, we fully define

space requirements, HVAC and electrical requirements and any other facility issues that may create challenges. No one likes surprises – and since our customers are well apprised of their facility and process implications, we incorporate milestones in the process to accommodate a comparison and contrast of the current design to the solution. We follow up with a critical design review to align the pre-production design with the project goal and the impact on the facility, ensuring that the design is in line with the project goals and the facility impact every step of the way.

Factory integration testing

Once released to production, projects are regularly staged in our factory. This allows for integration testing, which reduces risk during installation, as well as any unforeseen delays in the field, ensuring installation occurs in a timely fashion.

Factory preview/FAT

Customers have the option to purchase a factory preview or a Factory Acceptance Test (FAT). In the factory preview, customers are invited to visit the factory to view what has been staged. The FAT is based on specific test procedures that are developed in conjunction with the customer to demonstrate the critical performance requirements have been achieved.

Christie service and support coverage packages

Services	Service coverage packages			
	Basic	Extended	Premium	Custom
Regular and extended hours for technical phone support (8 a.m. to 8 p.m. EST)	•			Build a tailored support program to address your unique situation and needs
24/7 coverage hours for technical phone support		•	•	
Preventive maintenance field services	•	•	•	
Discount for additional labor services	•	•	•	
Firmware updates	•	•	•	
Emergency field service		•	•	
Management of Returned Merchandise Authorization (RMA) equipment directly with the manufacturer		•	•	
Critical inventory logistics for spare parts			•	
Remote network monitoring			•	
Training – access to Christie’s researchable knowledge database and online training tool			•	



▲ Christie Network Operations Center

Installation

From initial site survey to final installation, our expert application engineers provide you with complete confidence that your system will be installed and integrated quickly, efficiently and will be 100% operational. Our team will meet the truck on site, unload and physically install the equipment, perform any configuration changes necessary to integrate it with Owner Furnished Equipment and fine-tune the system to ensure it performs optimally. At the conclusion of the installation, we will hold a training session to educate your users on how to operate the system.

Training and support services

Christie training and support helps ensure you and your staff hit the ground running. If an issue arises during operation our support network is available to resolve it quickly and return your system to a fully operational state. Our preventive maintenance services maintain and adjust your system throughout its useful life to keep it running at optimal performance.

Christie service and support

Our commitment to you – to deliver continuous, reliable product performance and minimal downtime – begins the moment you start doing business with us. A commitment that is built on a solid foundation of service and support programs.

These programs provide

System design – we’ll help you develop the perfect visual display

Project management – let our experts manage your display’s installation

Phone and on-site service – we’re available for phone support and we’ll come to you, if you need hands-on service

Remote monitoring – our 24/7 remote system monitoring lets us keep an eye on your projection system and keep it running

A spare parts program – so you always have the parts you need

To ensure your system runs smoothly, Christie offers the following services:

A la carte service offerings

Preventive maintenance field service

Mirror adjustment

Filter cleaning

Image alignment

Color balance of all sources

Lamp change completed as required

Filter replacement completed at lamp change

Hardware, software and firmware updates if applicable

End-user training

Emergency field service

Response time is based on priority as assigned by you, the customer

The Christie Network Operations Center

Offering a national US-based service network, our Christie Network Operations Center (NOC) has a 24/7 service desk for technical support, and provides remote monitoring services that track, update and manage display systems to keep them running. By remote monitoring your projection system, we can detect and handle potential challenges before you’re ever aware of them and before they can affect your projection system.

Critical inventory logistics (CIL)

The critical inventory logistics (CIL) network ensures that the right parts are in the right place at the right time. It is comprised of over 50 forward-stocking locations and a central-stocking location where critical spare parts are strategically deployed to allow optimal positioning and access 24/7/365. The CIL network is managed and executed in conjunction with the FedEx Supply Chain Solutions via an automated and engineered process.

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

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