



LET'S SUPPORT

Christie Professional Services

Total Support. Monitoring. Maintaining. Troubleshooting. Solving.

CHRISTIE[®]

AT YOUR SERVICE

Christie® Professional Services is one of the industry's most trusted service providers, designing manufacturing, deploying, and supporting cinema solutions 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 rapidly dispatch the expertise, parts, and replacements you require.

People, process, technology — every step of the way

Every aspect of your cinema solution gets our attention and support. We handle everything from technical design to procuring the right mix of media players, software, and integrated technologies for digital networks. We monitor and manage equipment and systems in real-time, provide on-site service, and complete logistics and parts support.

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.
- › **Quick, 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.
- › **Speedy parts replacement capabilities**, stocked locally.
- › **Training and certification.**
- › **Proof of potential cost-savings** via data, analytics, and reporting capabilities.



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 and revenue flowing. At our world-class 24/7/365 Network Operations Centers (NOC), experienced Christie technicians do just that.

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

If our NOC team observes potential issues with your display system, they'll contact you and provide consultation and guidance to find a solution. Working with a wide network of trusted and reliable field service technicians, the team can also quickly arrange for onsite service and emergency repairs.

Tailored support services to protect your investment

Whether you have a new Christie display solution or one that's been serving you for years, our fully customizable service and support packages help prolong the life of your products and get the most from your investment. If your AV solution needs routine maintenance, troubleshooting, or repair, our support services help you manage costs and get the level of support you need.

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

Your company's operations are unique and so are your service and support requirements, so why compromise? Let's have a conversation. 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.

The Christie NOC, where experienced Christie technicians track tens of thousands of our customers' visual displays, all day, every day.

ABOUT PROFESSIONAL SERVICES

Christie Professional Services is built on a responsive, customer-oriented model that streamlines 'trouble-ticket' flow and significantly improves support accountability. Daily operations and communications are carried out via our Network Operations Centers, including service desk, field services, remote monitoring and management, as well as integration, staging and logistics.

- › **Help desk staffed by Christie employees**
Call on Christie® and you won't hear a call center script. Our help desk is staffed by experienced Christie engineers with in-depth knowledge of our products and ProAV applications.
- › **Remote monitoring and management**
For every product that supports it, we can connect to your system online or via mobile device to configure systems and diagnose issues remotely.
- › **On-site maintenance and repair**
Our work records and site histories give us the detail we need to quickly diagnose current — and prevent future — issues.
- › **Emergency field service**
If we can't resolve your issue remotely, we electronically dispatch it to the appropriate field engineer within the time frame of our service-level agreement (SLA).
- › **Out-of-warranty parts service**
As Christie products age beyond their standard warranty, we offer Extended Warranty coverage to ensure you get the service parts you need when you need them.
- › **Critical inventory logistics**
Our critical inventory logistics program puts parts inventory on hold at all branch offices and authorized service centers. With managed parts depot support, we process 95% of all RMAs and ship replacements from stock within 24 hours.
- › **Electronic RMA white-glove support**
With a single call to our help desk, you can generate a claim form and then authorize it electronically to receive replacement parts.
- › **Training and certification**
We've got you covered with free online webinars and training sessions to help increase your Christie product knowledge and earn CTS-RU credits. We also offer classroom training at our facilities or, for a fee, we can come to you.
Certified Technical Partners have direct access to all of our resources and are approved to support warranty and non-warranty repairs. In addition to Christie products, accessories and lamps, they also offer a wide variety of support services.
- › **Partner portal**
Through our secure, password-protected site you can access a wealth of online technical resources for both active and discontinued products such as user and service manuals, CAD drawings, Revit files, communication protocols, instruction sheets, calculators, design tools, demo source material, software and firmware downloads.
- › **Global and local support**
We believe that industry-leading support should be resourced globally, delivered locally, and secured through an unwavering commitment to training. We equip all our offices with technical facilities and offer full support services in local languages.

PEACE OF MIND PARTS SERVICE COVERAGE

We set the benchmark for confidence in our solutions with our standard limited warranties. And we're here for you throughout the lifetime of your Christie solution with parts service coverage for your entire system.

Extend the warranty on your Christie solution for up to 10 worry-free years of ownership and beyond. Not sure which coverage you need? We'll work with you to protect your investment beyond the standard warranty, and tailor agreements to your unique requirements.



DISCOVER CINERGY



With the right tools at your fingertips, establish your own network operations center and watch your confidence soar.

With Cinergy, our cloud-based theatre management platform, we can remotely monitor and skillfully troubleshoot your critical systems issues or provide you with the opportunity to do so yourself. Our software allows you to automate your operations and monitor your assets precisely the way you want, all from one centralized platform.

Say goodbye to missed shows and achieve maximum efficiency by automating key delivery, tracking consumables, and resolving potential showstoppers before they happen. And while our software runs behind the scenes, you're free to focus on what matters most — delivering the best audience experience.

Cinergy software is easy-to-use, compatible, and secure.

You'll find Cinergy works the way you expect it to, from set-up to showtime and seamlessly integrates with your cinema equipment, no matter the manufacturer. Cinergy is also built secure from the ground up so your data remains yours, always.

Did you know more exhibitors use Cinergy than any other solution?

Cinergy supports more than 26,000 screens, monitors 60,000 devices, and delivers 2,000,000 KDMs per month!



Key delivery and trusted device list (TDL) management Automatically receive keys directly to the screen with full auditing capabilities and proactive alerting.



System health monitoring Ensure the best possible presentation for your customers and prevent dark screens with around-the-clock monitoring, error detection, and resolution.



Asset tracking Gain unprecedented transparency into the status and attributes of equipment, theatres, and auditoriums.



Performance reporting Access pre-built reports, equipment data, and user-customizable dashboards and widgets.



Content monitoring View show schedules, KDM information, and playlists while staying a step ahead with proactive alerting.



Secure remote access Access devices anywhere, anytime, without having to worry about lost or stolen data.



Ticketing and knowledge management Streamline all communication within a ticket towards a solution.



Preventative maintenance Create customized maintenance plans across an entire theatre circuit.



Lamp and consumables management Track lamp inventory and alerts while optimizing usage.



Business intelligence reporting Create, schedule, and deliver tailored reports to make informed decisions and drive business performance.



Mobile app functionality Access key Cinergy components right from your smartphone or tablet.

CINERGY

www.cinergy.software

CHRISTIE[®]

christiedigital.com/professional-services

Need future peace of mind? Let's talk!

We're ready to support you with a solution tailored to your precise needs.



ProfessionalServices@christiedigital.com

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

Copyright 2023 Christie Digital Systems USA, Inc. All rights reserved. Our centers of excellence for manufacturing in Kitchener, Ontario, Canada and in Shenzhen, China are ISO 9001:2015 Quality Management System-certified. All brand names and product names are trademarks, registered trademarks, or tradenames of their respective holders. "Christie" is a trademark of Christie Digital Systems USA, Inc., registered in the United States of America and certain other countries. DLP[®] and the DLP logo are registered trademarks of Texas Instruments. Performance specifications are typical. Due to constant research, specifications are subject to change without notice.

