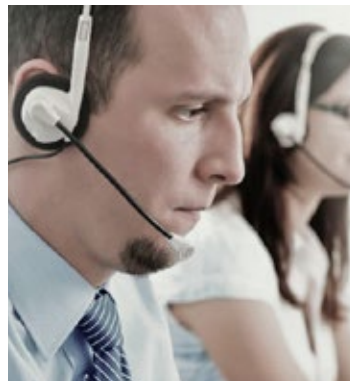


**ELECTROSONIC**

**AUDIO  
VISUAL  
SERVICE  
SOLUTIONS**





# SUPPORTING YOUR AUDIO-VISUAL ENVIRONMENTS

As a leading audio-visual systems company responsible for some of the world's most complex and high-profile AV installations, Electrosonic is uniquely positioned to meet your individual requirements and challenges, 365 days a year.

The quality of our support has been demonstrated by our client retention levels and growth achieved through recommendations and referrals.

Electrosonic's Service Solutions business offers a wide range of services to ensure continuity of operation and to protect your original investment.

- Meeting Rooms
- Theme Parks
- Museums
- Control Rooms
- Video Conferencing
- Visitor Centers
- Digital Signage
- Local Government
- Universities
- Theaters & Auditoriums
- Emergency Services
- Security and CCTV

- » *Extend the life of your technology investment*
- » *Maximize the reliability and performance of your equipment*
- » *Lower your operational costs*
- » *Keep critical operations running with emergency support*

A high degree of flexibility in the range of services offered allows us to tailor the optimum service plan to suit each customer's individual requirements. Clients get a known cost of ownership, and the assurance that their investment in equipment is protected.

## Support Services

### Maintenance

- Technical Support & Emergency Service
- Equipment Repair
- Preventative Maintenance
- Remote Monitoring

### On-Site Staff

Full-time and flex-time Electrosonic support staff at your facility to ensure quality of service

## Managed Services

Video Conferencing Managed Services ensure ease of use and reliability of the entire communication system

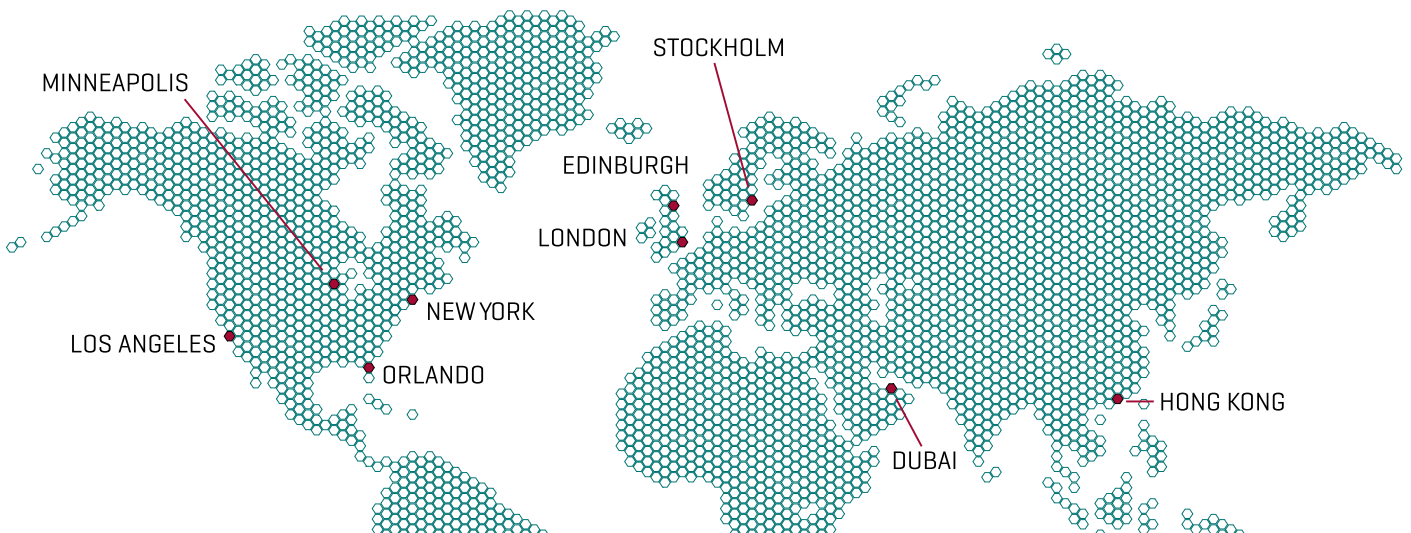
## Systems Integration

Systems design and integration of audio-visual and video conferencing technology

## Projector Lamp Replacement

Projector lamp sales and a cost-effective Projector Lamp Replacement Program

### Local and Global Support



## Service In Real-Time

Running a service operation is very much a real-time business. Our “follow-the-sun” support system with Service Operations Centers (SOC) worldwide ensures the continuous support required for our global clients. Remote network-enabled monitoring of AV and VC systems provides real-time fault identification and resolution.

Established in 1964, Electrosonic has extensive experience engineering and maintaining critical systems in all types of environments. Our service offerings and business processes are derived from our unique understanding of the challenges and requirements of maintaining installations.

- Wide Range of Service and Support Solutions
- Contracts are Scalable to Your Needs
- Global Support Centers with Common Log System
- High Profile Reference Sites
- 24/7 Support On-Site and On-Call

### About Electrosonic

- 14 offices and over 400 employees worldwide
- A Service Solutions business of over 180 dedicated staff
- Highly qualified engineering department of over 70 people
- Over 25 experienced project managers

### Service Operations Centers (SOC)

Electrosonic’s Service Operations Centers (SOC) operate around the clock to continuously monitor alerts, open trouble tickets, contact the on-site team and troubleshoot issues as required.

A call logging system helps ensure that response times are met. All calls for support are logged to the centers, and our staff then contacts the local technical team to provide a seamless response.



### Video Network Operations Centers (VNOC)

Within our SOC's support umbrella are Electrosonic's Video Network Operations Centers (VNOC). The VNOC is key to Electrosonic's Managed Services for web, audio and video conferencing. Clients can access the VNOC via phone, email and an online portal. Operators are all qualified video and AV engineers that ensure an easy-to-use, reliable and consistent conferencing service.



## Maintenance

### Technical Support & Emergency Service

Technical support issues are routed through Electrosonic's 24/7 Service Operations Centers (SOC) and an experienced technician is ready to address your concerns. If further support is required, an Electrosonic technical specialist is available for dispatch.

### Equipment Repair

Electrosonic's dedicated service centers ensure priority turnaround. Where practical and available, a replacement can be provided from Electrosonic loan stock to ensure that there is little or no downtime. Electrosonic can also be contracted to stock mission-critical equipment.

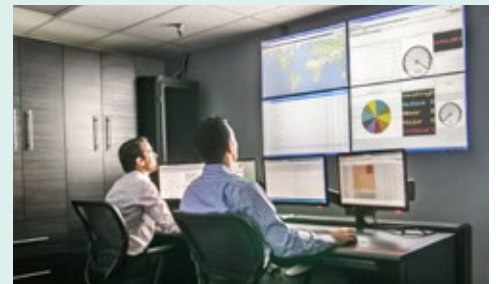
### Preventative Maintenance

A well-managed preventative maintenance program extends the life of your equipment and minimizes downtime and repair costs. Periodic professional calibration can also optimize the image quality of your projectors and displays.

## ESCAN REMOTE MONITORING

Electrosonic's ESCAN Remote Monitoring service offers 24x7 real-time monitoring of your facility from our Service Operations Centers (SOC). ESCAN software monitors your facility, looks for problems, and provides our support specialists with alerts and important configuration data that enable fast troubleshooting and fault resolution.

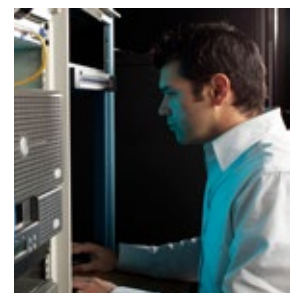
- Boost your facility's uptime
- Early detection of potential system or device failure
- Identify and resolve potential issues remotely
- Enhance your on-site issue resolution capability
- Remote software and firmware updates



## On-Site Staff

Electrosonic is a leading international provider of on-site technical, customer service and maintenance staff within the AV industry. Our multi-disciplinary teams are fully trained and certified on your facility's technology, giving you peace of mind that your AV and VC systems work seamlessly and employees and customers will have the best experience possible.

- Large international company support structure enabling a first class service
- National and multi-national contracts to your bespoke standards
- VNOC services can be integrated to provide cost effective workforce solutions
- Embedded teams provide full range of managed services across the entire multimedia spectrum



## Managed Services



Electrosonic can provide an extra level of support via our Managed Services portfolio. Managed Services make the latest communications technologies accessible by ensuring the ease of use and reliability of the entire system without the need for large capital expenditure or in-house technical expertise.

- Video Conferencing
- Audio Conferencing
- Web Conferencing

### Video Conferencing Managed Service

Experience all the benefits of video conferencing without the large capital expenditure. For a fixed monthly cost, Electrosonic will manage and provide the entire conferencing ecosystem from the technology itself to the related network components.

The video conferencing environment is becoming more critical to organizations, but at the same time more complex, due to the mix of networks and endpoints involved. Electrosonic's video conferencing managed service is focused on making video conferencing easy to use, increasing availability, maximizing user adoption and consequently increasing your return on investment.

- Video Network Operations Centers (VNOC) provide 24/7 support
- Virtual meeting spaces for VC and audio participants
- Scheduling portal with online interface
- Concierge service
- Outlook scheduling plug-in
- Usage and adoption reporting
- Choose to use your infrastructure or Electrosonic's

## Systems Integration

Whether you require an existing meeting room outfitted with conferencing technology or a 300-seat theater built with the latest 3D projection and surround sound, Electrosonic has the expertise and knowledge to design, engineer and manage the project. Electrosonic project managers and engineers are assigned to projects from concept through to completion, working to formal quality standards.

- Large or small AV jobs
- Fast-turnaround on small works jobs
- Out-of-hours installations/upgrades
- Hardware and software upgrades
- Control system programming
- Asset management tracking

# Projector Lamp Replacement

Projectors need to be up and running when you need them, and the most frequent reason for failure is a faulty or broken lamp. Electrosonic offers a suite of services to ensure that your lamp replacement process is hassle-free, cost effective and sources only quality lamps.



**Free Recycling**  
Ensures environmentally responsible disposal

## Projector Lamp Sales

Electrosonic has the largest and most comprehensive inventory of original equipment manufacturer (OEM) lamps at the best prices. Electrosonic also offers OEM alternative Xenon and UHP lamps at a significant discount. Purchase with confidence from Electrosonic and avoid the risks associated with copy and counterfeit lamps.



### OEM, Diamond & Sapphire Lamps

Besides a large inventory of OEM lamps, Electrosonic offers Diamond UHP lamps and Sapphire Xenon lamps as lower price alternatives that match the original manufacturer's quality standards.

- Perform identically to the OEM lamps
- Warranty equals or surpasses the industry standard
- Priced up to 50% lower than OEM lamps
- High quality and high availability

## Projector Lamp Program

Electrosonic's unique lamp program eliminates the hassle of procuring, storing and purchasing projector lamps. The program's annual contract locks in your lamp price, ensures there is a lamp on our shelf ready to ship to you, starts the warranty on the day you install the lamp and handles recycling.

- **Extended Warranty**  
The warranty begins at installation
- **Set Price and Budget**  
For as long as the program is in place
- **Payment on Receipt**  
You don't pay until you receive the lamp
- **Guaranteed Availability**  
The right lamp when you need it

## Projector & Display Calibration

Get the best image quality from your projectors and displays. A professional projector calibration will include adjustments for the widest luminance dynamic range, accurate settings for the three primary colors, and calibration to a specific color temperature. It is recommended that a projector calibration is performed each time a new lamp is installed.





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