

Christie Network Operations Center



Christie is watching out for you

Your visual display system is critical to your success. You use it every day – sometimes around the clock. Your ability to deliver on your company's promises is tied to your visual display system being up and running. It just has to work. Doesn't it make sense to protect all that you have invested?

The Christie® Network Operations Center (NOC) is a 24/7/365 facility where experienced Christie technicians monitor your visual displays throughout Canada and the United States. Through remote monitoring, Christie technicians make sure that tens of thousands of displays are running smoothly, getting timely maintenance and receiving software upgrades. Our technicians can spot potential trouble and relay the solution – anything from replacing a part to performing repairs remotely or onsite – often before there's ever an observable problem with the display.

Monitoring. Maintaining. Troubleshooting. Solving. Christie technicians are watching out for you.

CHRISTIE®

Sandpiper EX2027
Microsoft v. Sandpiper
IPR2026-00190

The Christie Help Desk

Call the Christie Help Desk 24/7/365 and you'll be connected to one of our Christie technicians at the NOC. Our NOC staff will help you with technical questions and can dispatch replacement parts or a repair crew to your location, if necessary.

You will receive regular monthly performance reports for quick analysis of business issues, systems and service performance and you also have access to our online e-support portal where you can look up on-the-spot information or run reports on demand.



Monitoring and maintenance

The Christie NOC uses the latest in predictive maintenance tools to remotely monitor and report on the health of your visual display system 24/7. If the Christie technicians spot anything unusual with your visual display system's hardware or software, they'll give you a call to alert you to a possible problem and advise you on what to do. We're always keeping an eye out so you'll never be surprised by system downtime.

Software upgrades

Having up-to-date software upgrades is an important part of maintaining your visual display system. But you don't have to keep on top of all the latest technology developments. Christie's technicians will perform regular, remote software upgrades to your visual display system and explain to you what the upgrade is for and how it will affect your display system. You'll get a call 24 hours before the upgrade is scheduled to be performed letting you know that there will be an upgrade. After the upgrade is done, you'll be notified that it was completed successfully.



Choose your level of service

Everything the Christie NOC technicians do is tailored to your business's needs. When you sign up for Christie NOC support, you specify what level of service you want from us in terms of frequency, type and timing of the services. Christie – we're always here for you.



Contact us

For more information about our Network Operations Center, contact Christie Managed Services at cms-sales@christiedigital.com

Corporate offices

Christie Digital Systems USA, Inc
USA – Cypress
ph: 714 236 8610

Christie Digital Systems Canada Inc.
Canada – Kitchener
ph: 519 744 8005

Worldwide offices

United Kingdom
ph: +44 (0) 118 977 8000

Germany
ph: +49 2161 664540

France
ph: +33 (0) 1 41 21 44 04

Spain
ph: +34 91 633 9990

Eastern Europe and
Russian Federation
ph: +36 (0) 1 47 48 100

United Arab Emirates
ph: +971 (0) 4 299 7575

India
ph: (080) 41468940

Singapore
ph: +65 6877 8737

China (Shanghai)
ph: +86 21 6278 7708

China (Beijing)
ph: +86 10 6561 0240

Japan (Tokyo)
ph: 81 3 3599 7481

Korea (Seoul)
ph: +82 2 702 1601

Independent sales consultant offices

Italy
ph: +39 (0) 2 9902 1161

South Africa
ph: +27 (0) 317 671 347



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

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