



CHRISTIE PROFESSIONAL SERVICES

Total Support. Monitoring. Maintaining.
Troubleshooting. Solving.

CHRISTIE[®]

CHRISTIE PROFESSIONAL SERVICES

Christie® Professional Services is one of the industry's most trusted service providers, supporting cinema solutions and our partners globally. Our ninety-five years of experience in advanced display technology gives us deep insights that ensure the smooth operation of your cinema equipment.

With strategic locations worldwide and a comprehensive network of experienced cinema service technicians, NOC operators, and inventory depots, we can rapidly dispatch the expertise and replacements you require.

People, process, technology — every step of the way

Every aspect of your cinema solution gets our attention and support. We monitor and manage equipment and systems in real-time, and provide onsite 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.
- › **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.**

"We are very proud to partner with Christie's Professional Services team. Bringing their 24/7 NOC service desk and their skilled field service technicians to our clients in the museum marketplace has been a huge benefit to our business. The service team truly understands our customers' needs and when the unexpected arises, they always go above and beyond to resolve the issue."

-Richard Garbett, VP Service and Support at D3D Cinema



WE'RE AT YOUR SERVICE

Monitoring your cinema – day and night

We understand that downtime is not an option. As an extension of your cinema service team, it's our mission to keep your 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, our team spots potential issues before they impact your cinema operations and provides advance notice of software upgrades for timely maintenance.

Real-time case management portal

Our Cinergy case management portal keeps you close to the status of your service cases and equipment, anytime, anywhere. Important day-to-day business won't be interrupted as you receive near real-time case management information and access to your system's profile information. And if you prefer to collate this information in a detailed on-demand report or automate scheduled summary reports sent via email for you and your team — we can do that too.

Support you can count on

› **Extended hardware coverage**

As Christie products age beyond their standard warranty, a ChristieCare plan can help provide the service parts you need, when you need them.

› **24/7/365 NOC service desk support**

When you call on Christie, you talk to Christie engineers with in-depth expertise in our products and applications.

› **Onsite preventative maintenance (PM)**

We proactively inspect and align your equipment to Christie specified guidelines, and also upgrade your firmware/software and replace consumables for optimal performance and longevity.

› **Onsite emergency maintenance (EM)**

If we can't resolve your issue remotely, we dispatch your case to the appropriate field engineer within the time frame of our service-level agreement (SLA).

› **Critical inventory management (CIM)**

Our critical inventory management 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.

› **Cinergy remote monitoring and management**

We can securely monitor and skillfully troubleshoot your critical systems issues and often resolve them remotely.



DISCOVER CHRISTIECARE

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. Extend your Christie solution for up to 10 worry-free years of ownership and beyond. Not sure what coverage you should buy? Here's everything you need to know about choosing a ChristieCare plan that's right for you.

Equipment coverage

- Standard** Standard warranty (up to three years) for Christie products
- Standard+** Extended warranty (up to five years) for Christie products
- Enhanced** Extended warranty (up to ten+ years) for Christie and third-party products. Includes 24/7/365 service desk support, critical inventory management (CIM), and expedited shipping.

Equipment coverage + onsite service

- Premium** Service package includes *Enhanced* equipment coverage plus onsite preventative (PM) and emergency maintenance (EM)
- Premium+ Cinergy RM** Includes *Premium* service package plus Cinergy remote monitoring (RM)

CHRISTIECARE

Equipment coverage

Standard

- ✓ Standard manufacturer warranty
Up to 3 years coverage
- ✓ Covers Christie parts
- ✓ Technical support
M-F 5 a.m. - 5 p.m. Pacific (UTC-8)
- ✓ Access to in-stock spare parts²
M-F 8 a.m. - 2 p.m. Pacific (UTC-8)
- ✓ Ground shipping

Enhanced

- + Extended warranty
Up to 10+ years coverage
- + Covers Christie and third-party parts¹
- + NOC service desk support
24/7/365 days per year
- + Access to reserved spare parts³
(Critical Inventory Management)
M - F 8 a.m. - 8 p.m. Pacific (UTC-8)
Sat 8 a.m. - 1 p.m. Pacific (UTC-8)
- + Standard overnight shipping

Standard+

- + Extended warranty
Up to 5 years coverage
- ✓ Includes **Standard** level entitlements

Equipment coverage + onsite service

Premium

- ✓ Includes **Enhanced** level equipment coverage
- + Onsite preventative (PM) and emergency maintenance (EM)
Next business day, M-F response

Premium+ Cinergy RM

- ✓ Includes **Premium** service package
- + Cinergy remote monitoring (RM)
24/7/365 system health monitoring

- 1 Dependent on third-party manufacturer support
2 From a Christie warehouse and subject to availability
3 From our forward stocking-stocking locations

WORK SMARTER, NOT HARDER

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.

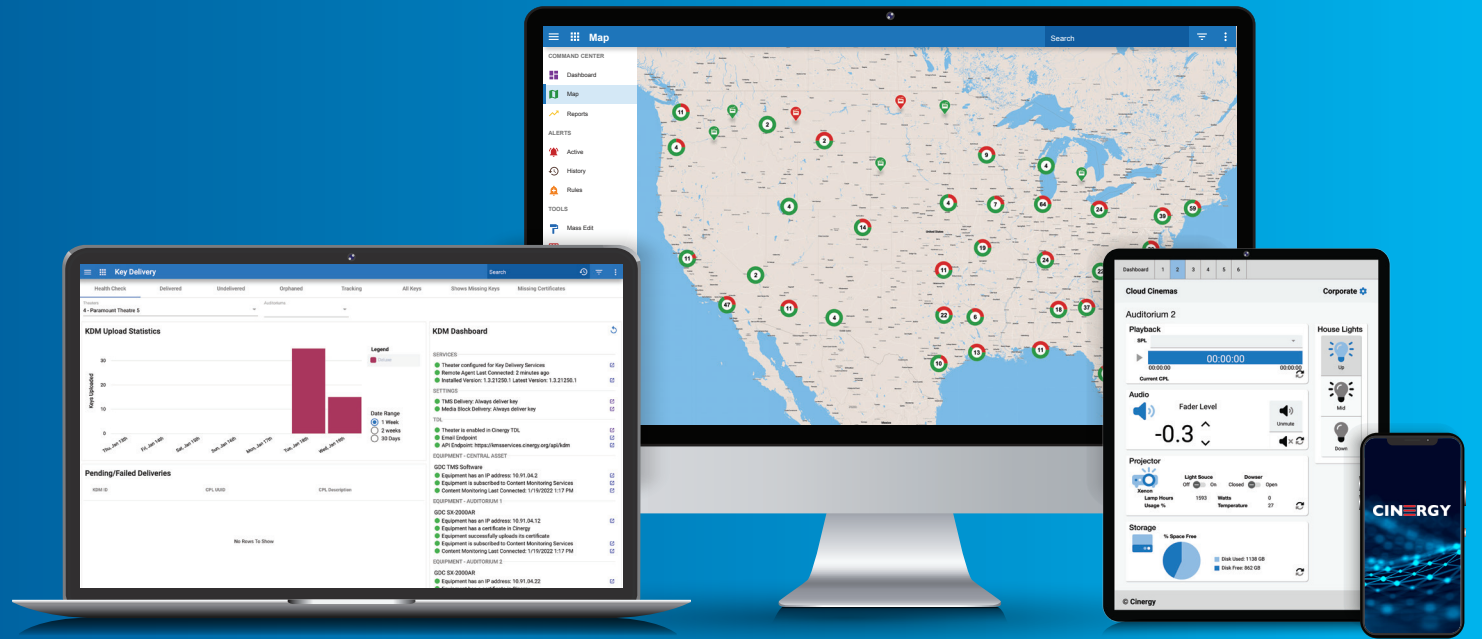
Say goodbye to missed shows and achieve maximum efficiency by automating key delivery, tracking consumables, and resolving potential showstoppers before they happen. And while our software runs behind the scenes, you're free to focus on what matters most — delivering the best audience experience.

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 it 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 20,000 screens, monitors 70,000 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 guests and prevent dark screens with around-the-clock monitoring, error detection, and resolution.



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



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



Warranty tracking - Simplify warranty management and maximize coverage with seamless tracking and automated alerts.



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



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.

YOUR WISH IS OUR COMMAND

Spend less time in the booth and more time with your customers

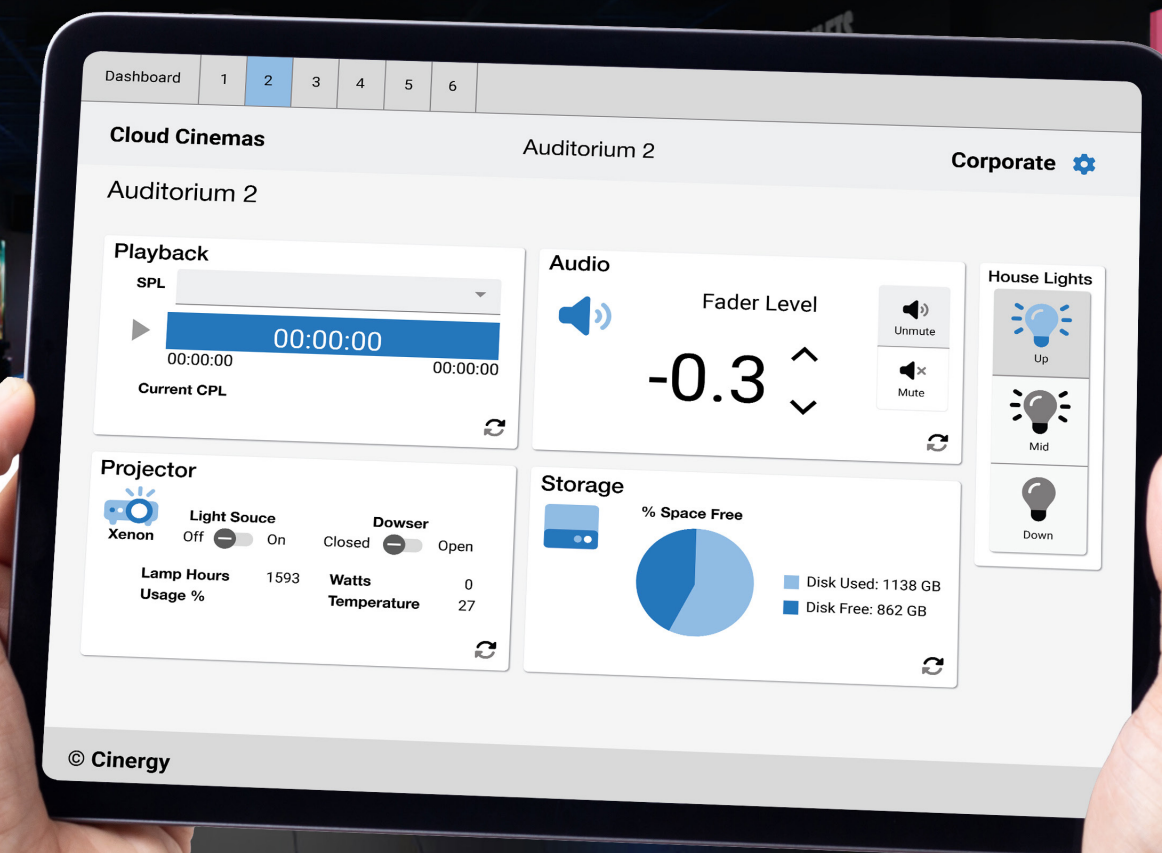
With Cinergy Command Station, we give you the control you crave right at your fingertips. The Command Station app lets you perform booth operations and control equipment from anywhere in your theatre.

With a tablet in hand, theatre managers can be in more than one place at a time, and quickly and effortlessly interface with each auditorium remotely. Command and control equipment? Check. Start and stop playlists? Raise and lower audio levels? Adjust lighting? Check, check, check.

Command Station provides greater insight into your theatre equipment and operations and provides the utmost flexibility while doing so. The app drives productivity and efficiency across your theatre operations and allows your staff to focus on what matters most: your audience and their experience.

With Command Station, anything's possible

- › **Remote access and control**
Interface with your auditoriums quickly, effortlessly, and remotely
- › **Real-time system health updates**
Prevent dark screens by detecting issues before they become critical
- › **Centralized asset management**
Gain unprecedented transparency into equipment status and attributes
- › **Automated operations**
Drive efficiency across your operations and plan for unpredictable events



NEED FUTURE PEACE OF MIND?

Let's get started! You can count on us to ensure the highest quality visual experiences and keep your equipment running flawlessly, show after show.

Need future peace of mind?

INTUITIVE © Planetarium, US Space and Rocket Center. Image courtesy of USSRC. AV system design and integration by Cosm powered by Digistar.

"After evaluating various software solutions we made the decision to move forward with Cinergy based on its robust service suite, reporting capabilities and Cinergy's commitment to stay current with development in the marketplace."

-Matt Bassford, VP Technical Services, Regal

[Contact us](#)

Christie Professional Services | 08



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