



# **CHRISTIE PROFESSIONAL SERVICES**

Total Support. Monitoring. Maintaining.  
Troubleshooting. Solving.

**CHRISTIE<sup>®</sup>**

# CHRISTIE PROFESSIONAL SERVICES

Christie® Professional Services is one of the industry's most trusted service providers, supporting commercial AV systems 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 and replacements you require.

## People, process, technology — every step of the way

Every aspect of your commercial display system 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.
- › **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.**

Giant Dome Theater at the Museum of Science and Industry. Image courtesy of J.B Spector. AV system design and integration by D3D Cinema. >

"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 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, our team spots potential issues before they impact your display system 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**

Call on Christie and you won't hear a call center script. Christie engineers with in-depth knowledge of our products and ProAV applications staff our service desk.

### › **Onsite preventative maintenance (PM)**

Our work records and site histories give us the detail we need to quickly diagnose current -- and prevent future — issues.

### › **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 ten+ years) for Christie products

Enhanced

Extended warranty (up to ten+ years) for your entire system. 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+  
7-day

Includes *Premium* service package plus 7-day support

Premium+  
Cinergy RM

Includes *Premium* service package plus Cinergy remote monitoring (RM)

Complete

Includes *Premium* service package plus 7-day support and Cinergy remote monitoring

# 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 parts<sup>2</sup>**  
M-F 8 a.m. - 4 p.m. Pacific (UTC-8)
- ✓ **Ground shipping**
- ✓ **Back to bench repair** | Customer ships the defective device back to Christie

### Enhanced

- + **Extended warranty**  
Up to 10+ years coverage
- + **Covers the entire system**  
Christie and third-party parts<sup>1</sup>
- + **NOC service desk support**  
24/7/365 days per year
- + **Access to reserved spare parts<sup>3</sup> (Critical Inventory Management)**  
M - F 7 a.m. - 10 p.m. Pacific (UTC-8)  
Sat 10 a.m. - 7 p.m. Pacific (UTC-8)
- + **Standard overnight shipping**
- ✓ **Back to bench repair** | Customer ships the defective device back to Christie<sup>4</sup>

### Standard+

- + **Extended warranty**  
Up to 10+ 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+ 7-day support

- ✓ **Includes **Premium** service package**
- + **7-day onsite emergency maintenance**  
12-hour, M-Sun response

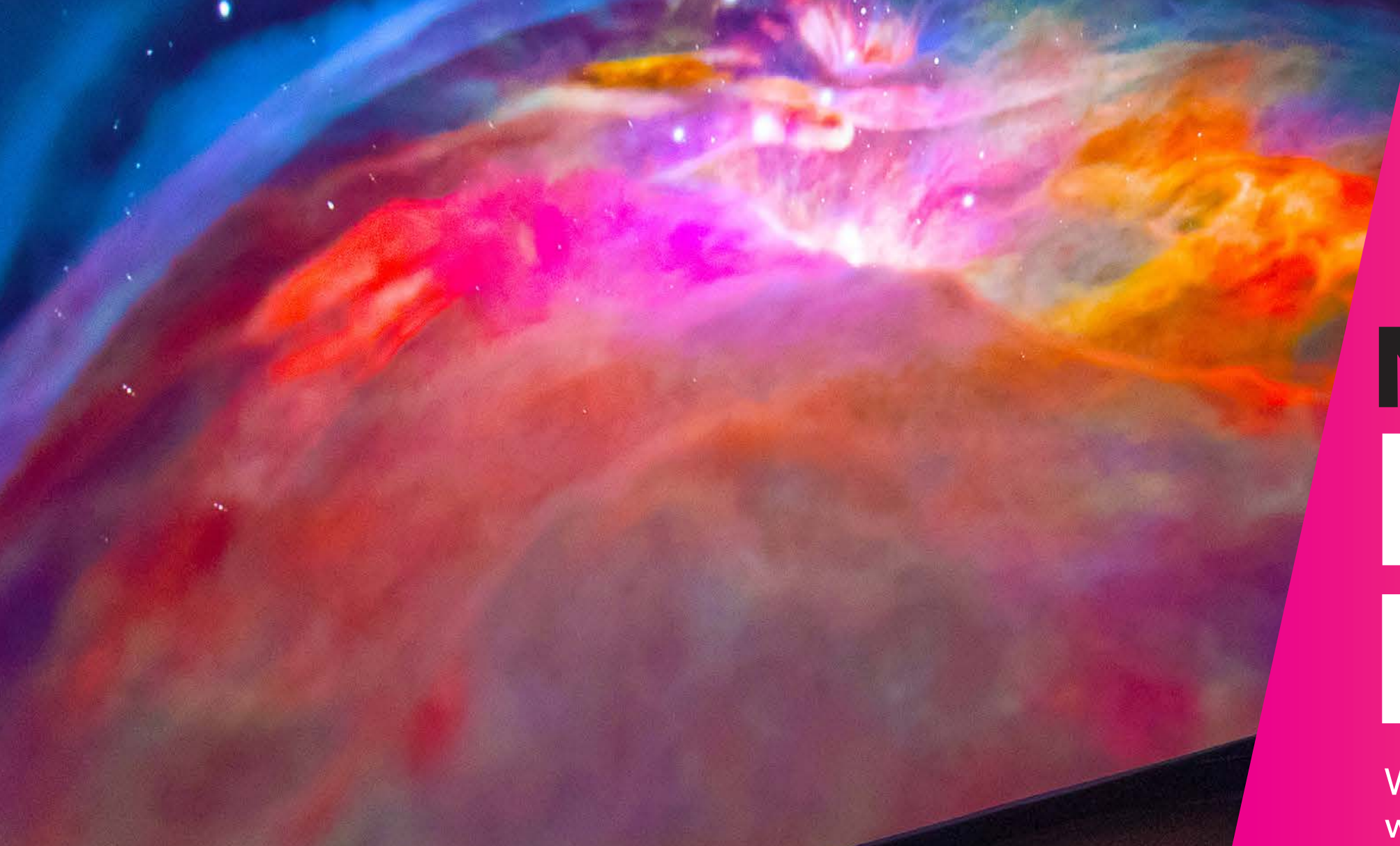
### Premium+ Cinergy RM

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

### Complete

- + **Includes **Premium** service package, **Premium+ 7-day support**, and **Premium+ Cinergy RM****

1 Dependent on third-party manufacturer support  
 2 From a Christie warehouse and subject to availability  
 3 From our forward stocking locations  
 4 For equipment capable of being sent in for repair



# NEED FUTURE PEACE OF MIND?

We offer complete system protection  
with maximum flexibility

Whether you have a new Christie display solution or one that's been serving you for years, we're ready to help you prolong the life of your products and get the most from your investment.

With a multiple year extended warranty contract, you can lock in our current rates and cancel when you are ready to upgrade to a new Christie display. Let's get started!

"Working with Christie and using their Professional Services – they're light-years ahead. There have been countless times where there have been issues onsite, and we haven't been able to go, but Christie is there, and within 24 hours, it's fixed and fully back up and running."

-Greg Goates, Service and Support Manager at Cosm

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.

Contact us

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For the most current specification information, please visit [christiedigital.com](https://christiedigital.com)

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