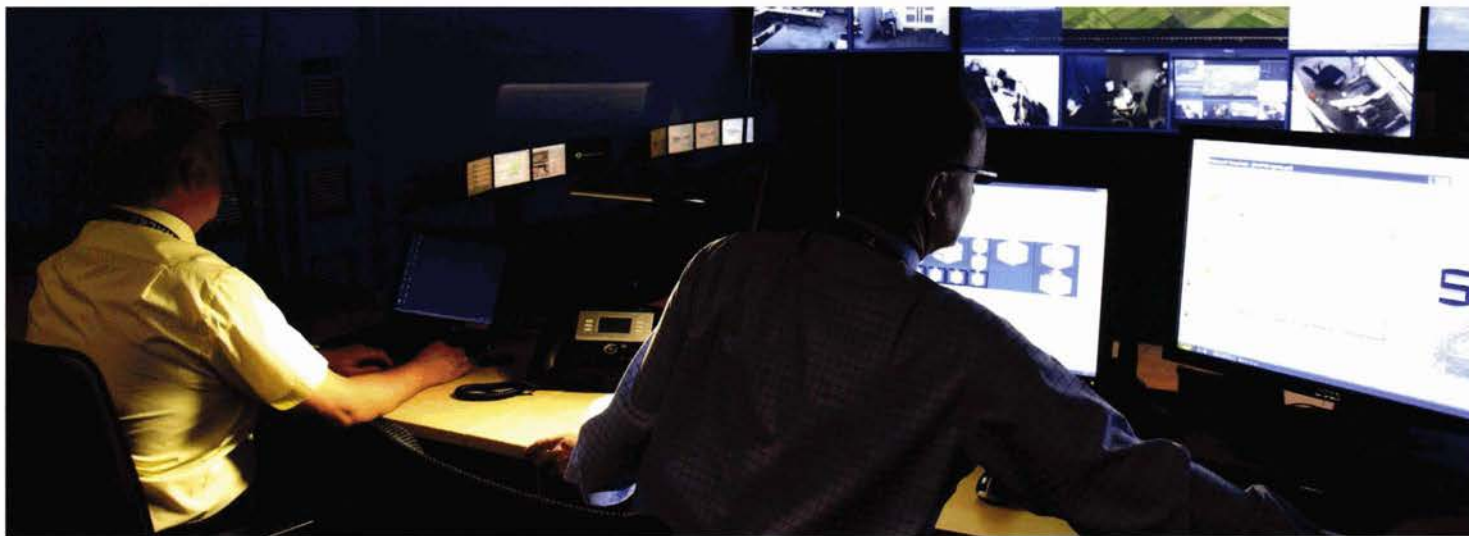


ELECTROSONIC

CONTROL ROOM SERVICE SOLUTIONS





SUPPORTING MISSION CRITICAL ENVIRONMENTS

At Electrosonic we understand mission critical control room operations. The quality of our support has been demonstrated by our client retention levels and growth achieved through recommendations and reputation.

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.

CONTROL ROOMS
COMMAND AND CONTROL
TRANSPORTATION
MILITARY
LOCAL GOVERNMENT
EMERGENCY SERVICES
MINING
OIL AND GAS
UTILITIES
SURVEILLANCE
SECURITY AND CCTV
IT DATA CENTERS

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

SERVICE & MAINTENANCE

Electrosonic understands the critical nature of control rooms and the consequences if they underperform. Electrosonic's dedicated service team offers tailored, high quality support, giving our clients a known cost of ownership and the peace of mind that their equipment investment is protected.



Technical Phone Support
Emergency Response
On-Site Staff for Operational Support
Critical Spares Equipment Program
Priority Repair of Defective Products
Preventative Maintenance Visits
Technical Guidance and Training
Projector Lamp Replacement Program
Asset Management Tracking Software
System Programming Services

“ We are very happy with the level of service we have recieved from Electrosonic. The service engineers have an extremley high standard of service and are extremely flexible ”

Alistar Paul, Property & Facilities Manager, Diageo

TECHNOLOGY EXPERTISE

- » LCD and Rear Projection Display Walls
- » Multi-Viewers and Image Processors
- » Real-Time Video Over Networks
- » Visual Collaboration
- » Audio, Video and Data Recording
- » Video Conferencing
- » Interactive Display Systems
- » Signal Distribution
- » Control System Programming
- » Consoles and Furniture

DATA INFRASTRUCTURE

Electrosonic understands that the data infrastructure is critical to the collection, analysis and distribution of important intelligence information for the control centre. Our IT experts will minimise the possibility of any disruption to these important systems.

NETWORKED ENVIRONMENTS

Maintaining a complex networked control room environment requires a strong understanding of the underlying technology. You will benefit from Electrosonic's unmatched experience designing and engineering systems that distribute video and data between sites, users and displays using IP networks.

ELECTROSONIC

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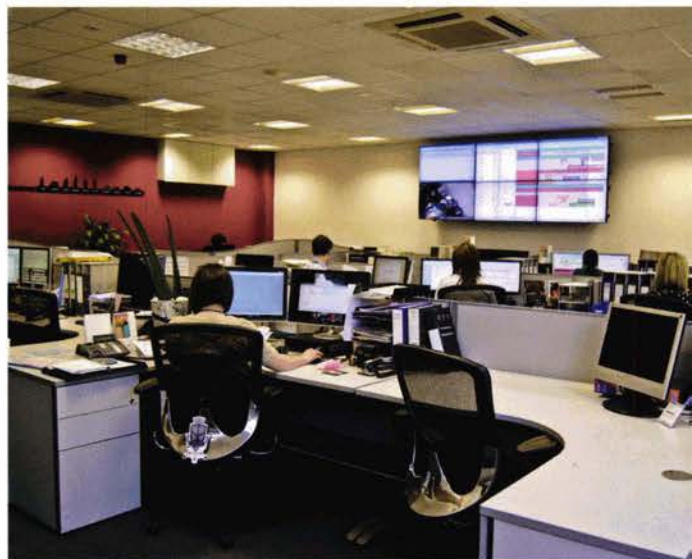
Los Angeles • London • New York • Shanghai • Orlando • Stockholm • Edinburgh • Hong Kong • Minneapolis • Dubai

SERVICE OPERATIONS CENTRE (SOC)

Electrosonic's Service Operations Centre (SOC) operates around the clock to continuously monitor alerts, open trouble tickets, contact the on-site team or troubleshoot issues as required.

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

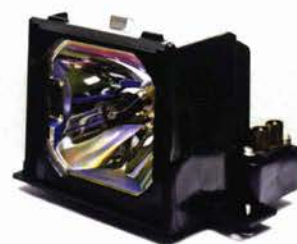
Remote monitoring enables the observation and management of your audio-visual system from the SOC. Besides receiving alerts when faults occur with the equipment, potential problems can be anticipated and resolved before they impact your operations.



LAMP REPLACEMENT PROGRAM

The most common reason for the failure of a projector or video wall is a faulty or broken lamp. Electrosonic's Lamp Replacement Program removes all of the hassle of procuring, storing and purchasing lamps and ensures that the lamp replacement process goes as smoothly as possible.

Our volume buying power and knowledge of the lamp business allows us to procure lamps through many different channels, ensuring the best prices are passed on to our customers. The lamp program is fully customisable to meet your individual needs.



Competitive Pricing

Extended Warranty

Free Recycling

Guaranteed Availability

High Quality Original Equipment
Lamps

Installation and Calibration

BUYING GROUPS

Electrosonic has set up buying groups for various business sectors. These buying groups provide discounts on frequently replaced parts such as projector lamps. Electrosonic's purchasing power allows us to secure the best prices.

HIGH QUALITY LAMPS

Choose from a large selection of original equipment lamps (OEM) or select from our OEM equivalent Xenon and UHP lamps at up to 50% less than OEM prices.

OEM
LAMPS



ELECTROSONIC OFFICES



WHY ELECTROSONIC?

Established in 1964, Electrosonic has extensive experience engineering and maintaining critical systems in austere environments. Unmatched technical knowledge, round-the-clock availability and fast response ensure that installations remain fully supported at all times.

- » Wide Range of Service and Support Solutions
- » Extensive Support/Maintenance Experience
- » Local, National and International Expertise
- » High Profile Reference Sites
- » 24/7 Support On-Site and On-Call
- » Financial Stability for Your Peace of Mind

GLOBAL REACH

- » 14 offices and over 400 employees worldwide
- » Highly qualified engineering department of over 80 people in the UK and 65 in the US
- » A Service Solutions business of over 160 dedicated staff in the UK and 35 in the US
- » 15 dedicated workshop and mobile service personnel in the UK providing fast repairs

SELECTED PROJECTS

World Health Organization
UK Highways Agency
Metropolitan Police Service of London
The Weather Channel
Thales Catalyst
Derbyshire Police
Transport for London
TAQA Emergency Response Centre
Helsinki Energy
Gatwick Airport
National Defense University
Los Angeles County Traffic Management
Irish Garda
Las Vegas Water
Peterson AFB
Multiple Threat Assessment Center of the NCIS
Lockheed Martin
Swedish Road Administration (Vägverket)
University of Bradford
Sussex Police
State of Oklahoma's Emergency Operations Center
West Sussex County Council
US Navy
USARSO
SPAWAR
North American Aerospace Defense Command (NORAD)
Los Angeles International Airport
BT
Gauteng Disaster Management Centre
Enfield Council

