Remote Monitoring & Management of Audio-Visual Systems

Audio-visual systems are increasingly becoming a key component of today’s corporate, entertainment and educational facilities, from interactive exhibits at science museums to video conferencing systems in corporate meeting rooms. To ensure the highest quality visitor experience audio-visual technology and its associated systems and applications, have to be available, resilient and reliable at all times.

Electrosonic’s remote monitoring solution addresses the whole installation environment and helps you avoid service issues and interruptions by ensuring your audio-visual solutions are operating to the highest quality standards.

Electrosonic’s experience in engineering and maintaining complex audio, video and control systems makes the company uniquely qualified to offer a comprehensive and cost-effective remote management system.

Electrosonic’s Network Operations Center

Electrosonic’s Network Operations Center (NOC) is located at our corporate headquarters in Los Angeles. Alongside our London center, it enhances our global service coverage with round-the-clock support.

The center’s monitoring systems provide our trained support specialists with up to the minute status on our clients’ AV and IT infrastructure, allowing rapid fault diagnosis, and in many cases remote repair, giving our customers peace of mind and minimum down time, and our field engineers the information they need for proactive system maintenance.

Combining state of the art IT monitoring software with our extensive audio-visual expertise, we have developed the tools to monitor and manage a wide array of projectors, displays, servers, computers, switchers and networking products.
**24x7x365 Support**

Electrosonic’s Network Operations Center operates 24 hours a day, every day of the year. A range of diagnostic tools allows our support specialists to retrieve both alerts and important configuration data from VC systems, AV devices, IT assets and FM systems, enabling fast troubleshooting and fault resolution. Sample alerts and configuration data collected include:

- System information
- SNMP traps
- State changes
- SIP related information
- H.323 related information
- QoS, call and interface settings

**Fault Management**

Electrosonic’s support specialists monitor all aspects of the installation environment to ensure that the systems are fully operational and ready to use. Our monitoring platform generates an event when it detects a problem. Sample events include:

- Loss of communications to an AV device, VC endpoint, IT asset or FM system
- Monitor disconnected
- Misconfigured Ethernet
- Camera or screen offline
- Lamp replacement warning or failure
- Digital signage disabled

**Asset Information**

Electrosonic’s monitoring platform provides an asset database that is automatically populated upon discovery and provides the capability to track assets, generate asset inventory reports, and validate the software release level.

**Proactive Monitoring of Audio-Visual Environments**

Our monitoring platform detects audio-visual, information technology, and facility management assets on a client’s network, and applies the recommended monitoring policies for optimal availability and performance. Electrosonic’s management solution extends easily to heterogeneous, multi-vendor video conferencing and audio-visual installations, to provide the most comprehensive monitoring solution on the market today.

**Content Playback Scheduling**

Depending on your playback and display technology, we can remotely update, monitor, and control equipment spread across your network. From our Network Operations Center, we can check on/off functions, manage distribution and bandwidth, and schedule content playback.