

SERVICE PROFILE

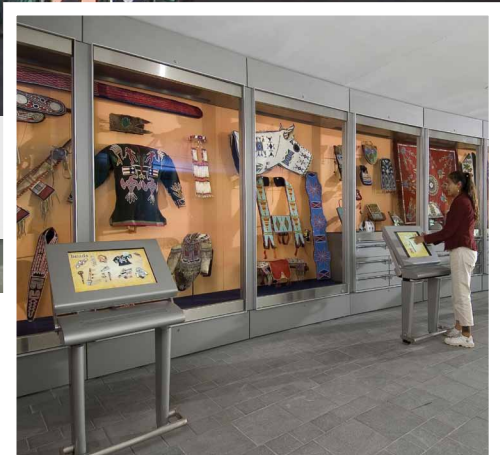


National Museum of the American Indian

Electrosonic Service Solutions at the National Museum of the American Indian

Electrosonic's Service Solutions team has performed yearly routine preventative maintenance checks on the multi-media exhibit displays and interactive kiosks for the National Museum of the American Indian (NMAI) at the National Mall in Washington, DC. Electrosonic was the AV systems integrator for the museum working to specifications prepared by PPI Consulting and was appointed systems integrator under a direct contract with the Smithsonian Institution. All the areas in the museum make extensive use of audio-visual and computer interactive support.

"As our audio-visual systems integrator partner, Electrosonic was responsible for system design, engineering, project management and installation of more than 1,000 hardware components for 100 exhibit displays. Electrosonic met all the deadlines and simply did an exemplary job," said Dwight W. Schmidt, Information Technology Manager at the National Museum of the American Indian.



"We have also contracted Electrosonic each year since installation to perform preventative and emergency maintenance of our exhibit media. They have continued to do an exemplary job and as a result, we have had very little down time. Also, now that some of our hardware is reaching end-of-life, we are working with Electrosonic to begin replacing some of these systems. If we had not been 100% satisfied with Electrosonic's services, we would have initiated steps to find another vendor."

Electrosonic's Service Solutions provides the center with the following services:

- 24/48 hour response time to on-site service calls
- Equipment repairs
- Exclusive Electrosonic Projector Lamp Replacement Program
- Help desk phone support
- Scheduled preventative maintenance visits and overall system tests