

AV-Ops Center

Remote monitoring and management services for Symetrix AVC installations.

OVERVIEW

AV-Ops Center offers you a specialized platform providing a highly integrated and customizable interface and applies the latest Internet-of-things (IoT) data management services to audio processing.

AV-Ops Center leverages the cost-efficiency of the cloud, is easy to launch yet highly secure, and makes real-time system status accessible from any modern web browser and device.

FEATURES

Map-Based, Multi-Site Monitoring

Deliver premium customer support from anywhere using a web-connected device. Retrieve system performance and assign resources based on real-time data to solve problems before your customers even notice them.

- Monitor, control, and respond to incidents from a single screen
- Snapshot and longitudinal reporting for immediate issues and long-term trends

Customize by Site and Device

Integration at the device level and utilization of custom telemetry and command modules engineered to maximize control makes any parameter or networked device in a Site File visible to authorized users via the cloud.

- Product-specific telemetry and GUI
- Real-time data with intuitive dashboards
- Monitor Symetrix and third-party products

Rapid and Efficient Issue Resolution

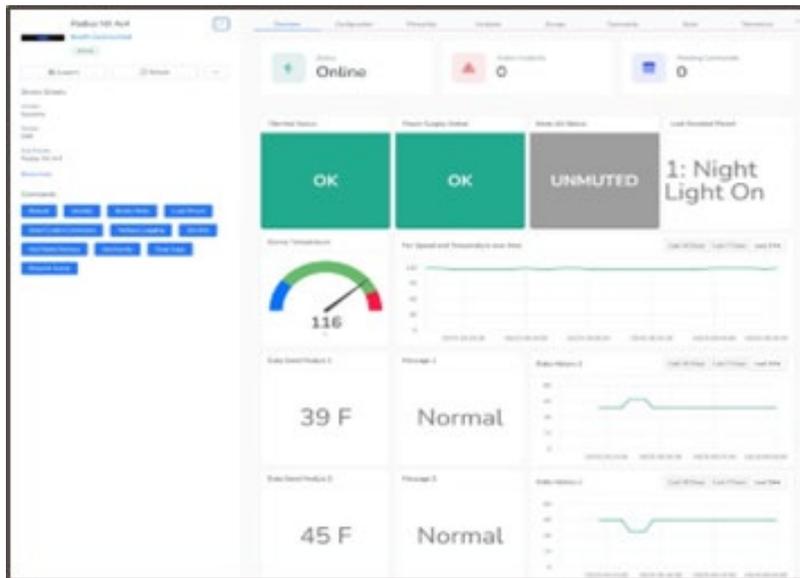
Push notifications and integrations with popular messaging and support platforms help you open and close tickets with less labor and time.

- Email and SMS/TXT alerts
- Remote task execution (e.g., power-cycling)
- Automated case creation
- No-code integrations with Zoom, Google Chat, Microsoft Teams, Slack, and more

Secure, Resilient, Private

Integration with the Connected Device Platform by XYTE, a leading provider of private and secure IT equipment monitoring.

- Meet the needs of a wide variety of audio, visual, networking, and technology stakeholders



XYTE CONNECT+

An optional extension to AV-Ops Center is the Xyte Connect+ platform, designed to streamline the management of AV, UC and IT devices, spaces, and rooms by consolidating multiple interfaces in a single, unified solution hosted in the Cloud.

Xyte Connect+ monitors and manages entire digital media infrastructures effortlessly and securely. Centralized device management, allowing users to oversee all devices from multiple brands from anywhere in the world through a single, cohesive interface, simplifies operations and eliminates the need for multiple cloud environments. This implementation also eliminates the inefficiencies of managing multiple interfaces and installed on-premises hardware.

With the ability to resolve issues remotely, customer satisfaction is improved while minimizing costly and time-consuming on-site service calls. Issues can be proactively resolved before they're reported by end users. By streamlining service delivery, the platform enhances operational efficiency and provides an opportunity to develop recurring revenue streams by bundling hardware with value-added software and services.

XYTE CONNECT+ CAPABILITIES

Remote, end-to-end management for connected devices

Manage and monitor devices from all supported manufacturers and cloud platforms or add custom devices using API's from Xyte.

Better, faster customer support from anywhere

Eliminate on-site visits for routine tasks, and develop recurring revenue streams through bundled hardware, software and service contracts for AV, UC, and other devices.

Streamline operations and reduce downtime

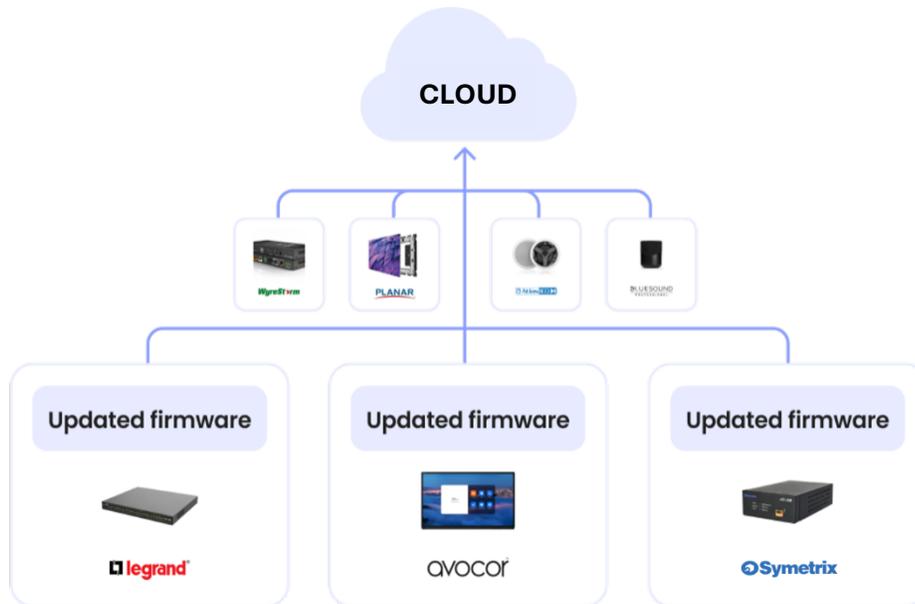
Simplify equipment management through centralized cloud-based controls, firmware version management with certain third-party systems, and immediate notification of issues.

Connect everywhere

Manage and monitor devices from all supported brands using both native device integrations and cloud-to-cloud connectors.

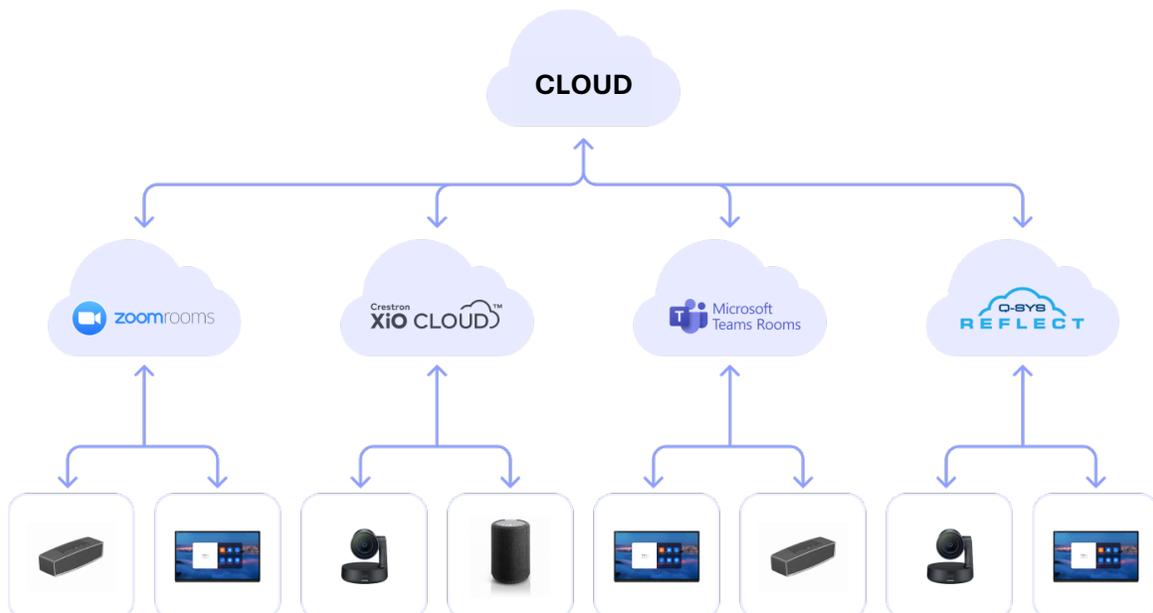
Native integrations

These devices, and thousands of others, are natively supported in the Xyte cloud. No extra hardware or expensive on-premises installation is required - simply claim devices through the Xyte interface or via the manufacturers' dedicated application.



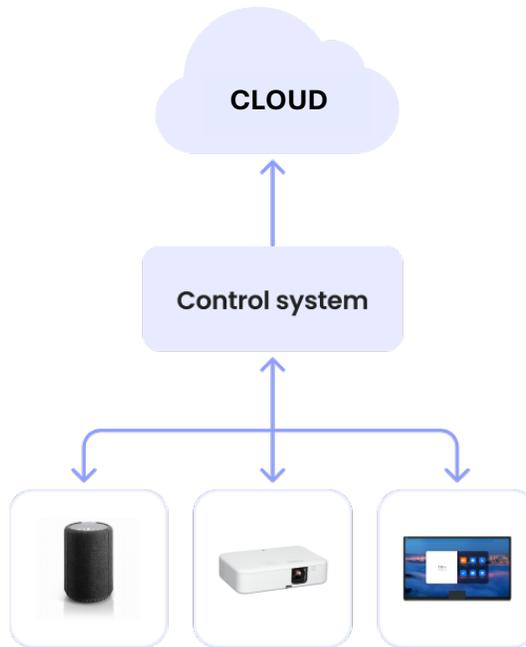
Cloud-to-cloud connectors

Connect securely with a variety of third-party cloud services such as Zoom Rooms, MS Teams Rooms, Crestron XiO, and others to automatically import, manage, and monitor all devices.



Custom modules

Leverage API's from Xyte to connect certain other devices and develop a set of cloud-connected device modules. Use third party control systems such as Crestron, Extron, QSC or others to connect peripheral devices, leveraging Xyte's parent-child device capabilities.



Secure, robust and enterprise-ready

Built with the strictest security and privacy measures, full data separation for secure multi-customer management, and reliable uptime with redundant data centers.