

AV-OPS CENTER

Remote monitoring and management services for any Composer-based installation.

OVERVIEW

The Symetrix AV-Ops Center brings together Symetrix's 40-year history of excellence in audio processing with the latest Internet-of-things (IoT) data management services. The platform provides a highly integrated and customizable remote monitoring and management interface for any system utilizing a Composer Series DSP.

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.

PLATFORM FEATURES

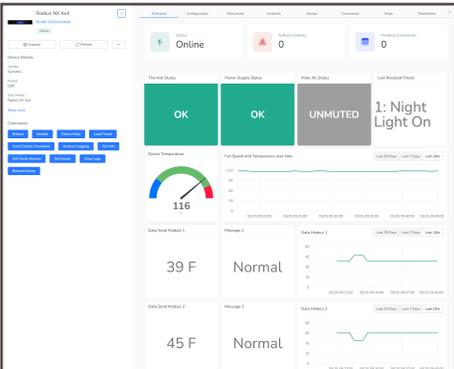
- Monitor client systems in real time
- Assess issues without an on-site visit
- Send remote commands (e.g., power cycle)
- Proactively maintain and upgrade components
- Easy to adopt with minimal risk and training
- Enterprise-class security and permissions
- In-field license purchasing and activation for Server D100



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

AV-Ops Center is integrated at the device level and utilizes custom telemetry and command modules engineered to maximize control and make 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, Teams, and more



Secure, Resilient, and Private

AV-Ops Center integrates the Connected Device Platform by XYTE, a leading provider of private and secure IT equipment monitoring. AV-Ops center can meet the needs of a wide variety of audio, visual, networking, and technology stakeholders.



WHERE IMMERSIVE AV EXPERIENCES BEGIN

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