⊙Symetrix

Professional Services

Dedicated resources to make deploying projects faster and easier.

OVERVIEW

Symetrix offers fee-based Professional Services that leverage the experience and knowledge of Symetrix Applications Engineers to provide specific engineering and technical support for any type of customer project. Symetrix Professional Services include Site File Programming, Custom Intelligent Module Creation, and Remote or On-Site Commissioning.

SERVICES

Custom Site File Programming

Symetrix Professional Services generates quotes based on I/O lists and system descriptions. A complete site file can be created from the Symetrix Composer design, configuration, and control software application that's ready to be uploaded to systems. Programming is always specific to each project and is available as a line item that can be added to a specification or project bid.

Custom Intelligent Module Creation

Symetrix Intelligent Modules expand the capabilities of AV environments by providing customizable control of certain Symetrix and third-party products and offering powerful manipulation of control data within sites. Symetrix Professional Services can create custom Intelligent Modules using Lua scripting for unique ecosystems. When there is not time or resources to create an Intelligent Module, the experienced team of Application Engineers will craft a custom Intelligent Module designed to detailed requirements. Symetrix Professional Services can create custom Intelligent Modules for nearly any application.

Remote Commissioning Services

Symetrix Professional Services can schedule a Symetrix Application Engineer to be available during all phases of on-site setups and commissioning. By providing a computer or laptop that has a network connection to the AV system and an Internet connection, a Symetrix Applications Engineer can act as a full-time remote assistant during critical system commissioning and setup. This allows staff to focus on system testing, verification, and documentation while Symetrix handles controlling and configuring systems.

On-Site Commissioning Services

For critical sites, Symetrix Professional Services can schedule a Symetrix Applications Engineer to provide on-site assistance with setups and commissioning of systems. For severely time-constrained systems or critical projects, a Symetrix Applications Engineer on site provides confidence that staff will not have to be concerned about Symetrix software and hardware components and can concentrate on commissioning other parts of the system.

PROFESSIONAL SERVICES BENEFITS

- Reduced project time to implement
- In-depth product knowledge

- Improved technical efficiencies
- Cost control

APPLICATIONS ENGINEER ASSISTANCE

Systems often have unique requirements or specific audio routing needs, and it can be difficult to determine if a specific piece of hardware or software will satisfy those needs. A Symetrix Applications Engineer can walk through exactly how Symetrix hardware and software will meet specific needs and requirements.

Starting with just a simple I/O list and a description of required functionality, a Symetrix Applications Engineer can generate a Symetrix equipment list for everyone to be confident they will receive the most cost-effective solution to satisfy system needs.

If a system has already been designed, a Symetrix Applications Engineer can review the system design to ensure that the selected hardware will work together as intended. If there is a struggle to meet project budgets, Symetrix can also help you value engineer systems to reduce costs without sacrificing performance.

Symetrix Applications Engineers can help teach how to solve complex problems like controlling third party devices from within Composer or implementing new functionality and features.

Symetrix Professional Services can provide full site file programming. The following list shows just a few different projects the team has completed.

USE CASES

Church Processing and Routing for Speakers

Installation of speakers and amplifiers requiring new speaker processing and routing.

Small Hotel Meeting Rooms

Meeting rooms needing set up for individual use or combining into a single, larger space.

Country Club

Sound management for a restaurant, a members-only lounge, a bar area, and two meeting/conference spaces.

Casino Main Floor and Card Rooms

Sound system replacement including the main casino area, multiple card rooms, and multiple private and semi-private lounge areas.

Accounting Firm Conference Rooms

Audio management for five combinable rooms capable of combining and dividing during ongoing conference calls.

PRICING AND BILLING

To obtain a quote for a given project, contact Symetrix Professional Services today.

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