



Lifeguard™

AAM's Lifeguard monitors all hardware assets across a cinema circuit from one central point to provide a turnkey Network Operations Centre (NOC) solution.

Lifeguard gives you:

- Continuous performance, fault and environment monitoring of hardware
- Notifications via email and SMS for any potential problems
- Intuitive configuration and integration with any network device
- Tools to visualise, search and analyse data for fault diagnosis and prediction
- Centralised identification and prioritisation of issues with optional trouble ticketing module

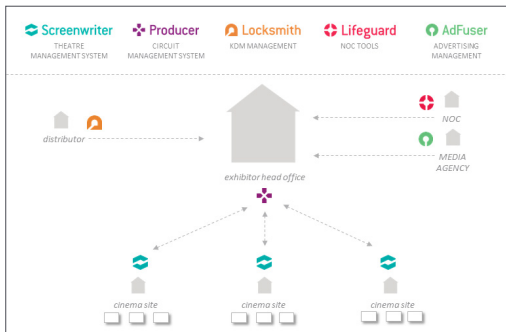


WHAT IS LIFEGUARD?



LIFEGUARD is a set of tools for the monitoring and support of digital cinema projection equipment. Lifeguard ensures customers have the best movie-going experience possible by continually monitoring equipment performance - helping to optimise presentation quality and minimise lost shows through early identification and resolution of potential problems.

Designed specifically for cinemas in collaboration with exhibitors and experienced cinema NOC operators, Lifeguard helps to minimise missed shows and support costs with automated alerting. Powerful reporting gives insight into equipment and consumable performance to inform better purchasing decisions. Your digital cinema equipment is safer with Lifeguard.



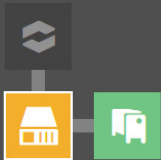
AAM's Integrated Software Solution

ASSET MONITORING: OVERVIEW

Monitor all digital cinema equipment across an entire circuit, no matter how remote. Real-time device status allows quick reaction to faults to keep equipment running and avoid missed shows.

- Track hardware models, firmware versions and software versions across the estate.
- Manage upgrades and identify technical issues related to particular firmware and software versions.
- Gather environmental data such as operating temperatures and humidity, ensuring that equipment is operated within manufacturers' recommendations.
- Optimise lamp life and manage warranty claims with data on operational hours, number of strikes, lamp power and measured brightness.
- Address faults before shows are lost with information from real-time performance statistics.

Device Status ⓘ



Device
Category: **SMS**
Make: **DOREMI**
Model: **DCP2000**
Enabled: **YES**
Serial: **246469**
Software: **2.6.4.0**
Firmware: **21.3.119.20**

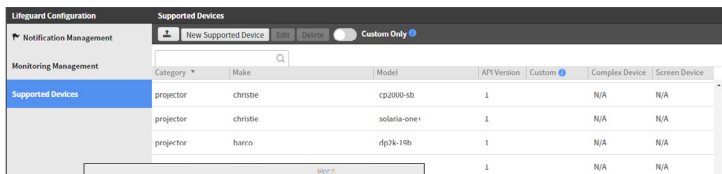
Issues
SMARTS
(2) Smarts Read Err: **97**
No tickets

Instant visibility of device status

ASSET MONITORING: COMPATIBILITY

Support common digital cinema equipment, and add support for new devices through simple configuration.

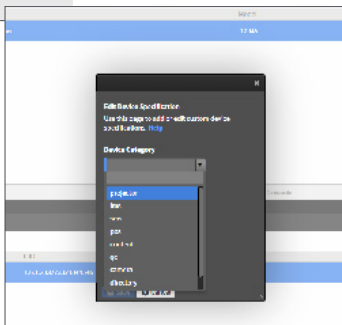
- Built in support for projectors, media players and audio processors from all key manufacturers.
- Built in support for quality control probes from USL and Leonis for circuit-wide automated sound and vision quality control management.
- Configuration with any network device returning SNMP.



The screenshot shows the 'Lifeguard Configuration' interface. On the left is a sidebar with 'Supported Devices' selected. The main area displays a table of supported devices. The table has columns for Category, Make, Model, API Version, Custom (with a toggle), Complex Device, and Screen Device. Four rows are visible, all for projectors from Christie and Barco.

Category	Make	Model	API Version	Custom	Complex Device	Screen Device
projector	christie	cp2000-sb	1	<input type="checkbox"/>	N/A	N/A
projector	christie	solaria-one	1	<input type="checkbox"/>	N/A	N/A
projector	barco	dp2k-19b	1	<input type="checkbox"/>	N/A	N/A
			1	<input type="checkbox"/>	N/A	N/A

Supported devices

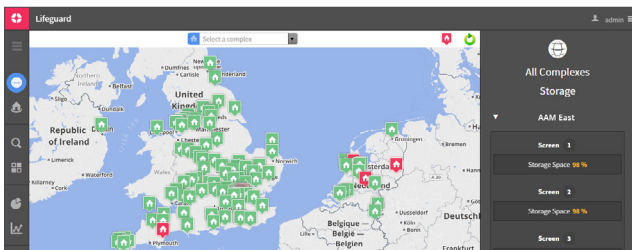


Add new devices

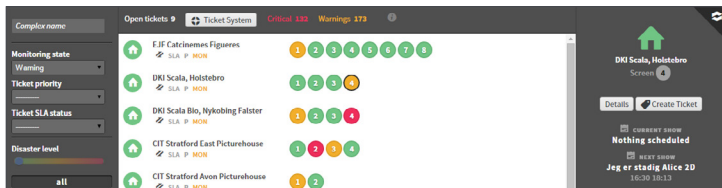
ASSET MONITORING: ALERTING

Visualise faults and potential issues across the estate with dashboard and detailed views.

- Define specific trigger levels for amber or red alert notifications.
- See all issues on a colour coded map dashboard for an at-a-glance representation of system health across the estate.
- Configure email and SMS notifications for each user with the Notification module.
- Generate support tickets automatically with the Ticketing module.



See all sites on the dashboard

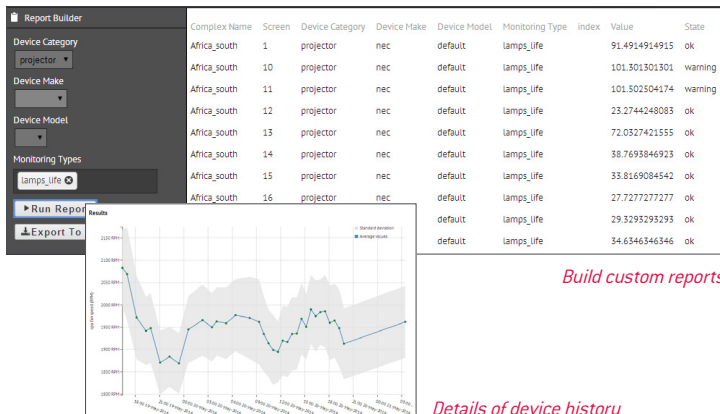


Overview of equipment status for each screen

ASSET MONITORING: REPORTING

Get insight into all the data collected across your estate with Lifeguard's collection of powerful reporting tools.

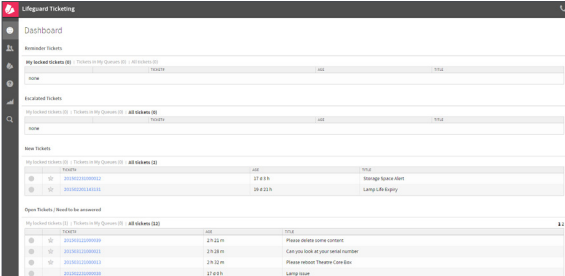
- Generate reports for any data monitored, such as media player software versions or remaining lamp hours.
- See data in Lifeguard or export for further processing.
- Comprehensive search functionality shows you results you need for specified key words.
- See all issues grouped by equipment type and software version with the device groups view.
- View historic data for issues over time.



LIFEGUARD TICKETING

Streamline support processes by being able to create, assign and react to tickets across the circuit. Maintain and search information on issues to simplify collaboration and improve issue resolution time.

- Raise tickets by phone, email or automatically from Lifeguard monitoring.
- Categorise tickets by fault type and priority and track compliance with Service Level Agreements (SLAs).
- Assign tickets to teams or individuals for resolution.
- Centralised prioritisation of issues - address potential show-stopping faults first.
- Visibility of ticket status across the network for an at-a-glance view of circuit operations.
- Add knowledge base articles as tickets are closed, creating and retaining valuable information to resolve future faults efficiently.



The screenshot displays the Lifeguard Ticketing dashboard. It features a sidebar with navigation icons and a main content area with several sections: 'Dashboard', 'Reminder Tickets', 'My locked tickets (0)', 'Escalated Tickets', 'New Tickets', and 'Open Tickets / Needs to be processed'. Each section contains a table of tickets with columns for 'name', 'date', and 'title'. The 'Open Tickets / Needs to be processed' section is expanded, showing a list of tickets with their status, priority, and assigned user.

Open Tickets / Needs to be processed			
My locked tickets (0) Tickets in My Queue (0) All tickets (32)			
	name	date	title
	20190122000001	27 01 19	Storage space alert
	20190122000002	28 01 19	Lamp Life Expiry

Open Tickets / Needs to be processed			
My locked tickets (0) Tickets in My Queue (0) All tickets (32)			
	name	date	title
	20190122000003	27 01 19	Please delete some content
	20190122000004	27 01 19	Can you look at your serial number
	20190122000005	27 01 19	Please return Theatre Case Box
	20190122000006	27 01 19	Lamp issue

*View all
support
tickets*

Theatre Management System (TMS) Support *

AAM Screenwriter; Christie Avias™; Cinemeccanica Cinecloud™

**Support for cinemas with no TMS or other TMS systems can be provided through AAM's Theatre Core technology. Contact us for more details.*

Media Player Support *

Barco; Christie; Dolby; Doremi; GDC; IMAX; Qube; Sony

**Supports multiple different servers in the same complex*

Projector Support

Barco; Christie; Kinoton; NEC; Sony

Web-based User Interface

Best in class and easy to use. Unlimited number of client connections.

Browser Support

Firefox; Chrome; Internet Explorer 9+

Language Support

English; Chinese; Italian; Portuguese, Spanish

Hosting

Provided by AAM as cloud-based SaaS (Software as a Service)

Accessible through secure VPN or through secure HTTP with 2 factor authentication

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KEEP
CALM
AND
MONITOR YOUR
HARDWARE

