



235 MEDIA GmbH
Am Kölner Brett 6
50825 Köln

Contact:
Marcus Klein

Telefon: 0221 546 48 51
Telefax: 0221 546 48 48

E-Mail : it@235media.com

MAINTENANCE & SUPPORT

OF IT-BASED APPLICATIONS

MUSEUMS | EXHIBITIONS | PRESENTATIONS

Concept

In the exhibition and events sector, the trend towards the use of multi-media and computer-based systems is constantly expanding. As a result, the maintenance and inspection of components used is becoming increasingly important to ensure the continuous and therefore sustainable and economic use of technology.

Professional maintenance of system components leads to significant lifespan increases, allowing the purchase of hardware to be factored in as a fixed calculation. Simultaneously, you also minimise the risk of a damage cascade. Damage cascades can lead to complete system failure, meaning not only replacing the affected hardware, but also absorbing the time and money spent adapting the application and the periphery. Last but not least, you also disappoint your public.

In order to avoid the high costs associated with major repairs, we offer a tailored maintenance concept as part of our detailed media planning, design and implementation. Talk to us in advance to avoid unnecessary malfunctions and the associated costs. Through the targeted monitoring of all major systems and their hardware and software components, we are able to recognise possible malfunctions in advance e.g. hard drive malfunctions. As a result, our control centre can procure a timely replacement and install it outside of public hours, thus ensuring the continuous operation of your systems. Emergency operations are therefore reduced to a minimum.

Range of services

Maintenance of media technology / component replacement

System cleaning, filter replacement, component review, periodic exchange of fans and replacement components. During general projector maintenance, the polarising filters are replaced and the entire beam path is cleaned. This significantly extends the overall lifespan of the projector.

Maintenance of PC systems and servers / hardware and software

Hardware: System cleaning, component review, periodic exchange of fans and control unit, review and periodic exchange of batteries in UPS systems, review and periodic exchange of hard drives

Software: Review of system logs, review of system performance, stability and security, operating system updates, review of backups, load and functional testing of the application

Maintenance of special structures

Cleaning and inspection of peripherals, sensors and other devices

Documentation / revision / evaluation of IT environments

Documentation of special solutions, revision and evaluation of existing installations, concept development for maintenance

Migration of applications and IT environments, restoration

Migration of applications to new hardware platforms and/or operating systems, complete migration of IT environments, including server structures and network services, migration of interdisciplinary structures and installations; restoration measures, taking into account the original system components

Remote maintenance access

Concept development, consultation and configuration, co-ordination of external companies and contraction of the required services, creation of security concepts and monitoring of access and/or systems

Disaster recovery solutions

Concept development, consultation and configuration of the chosen solution

Control System for automatic startup and switch off processes

Concept development, consultation and configuration of the chosen solution

Service hotline with guaranteed response time

There will always be a technical contact available even outside of our normal working hours, who will coordinate the course of action in consultation with a team of experts.

System availability

System availability of 98% or higher is the norm when using a well maintained system. Most malfunctions in multimedia systems can be traced back to a lack of maintenance of the hardware or incorrectly maintained hardware. An important aspect for the increase in the system availability is a fully developed monitoring mechanism, which in the case of a malfunction will trigger a customised previously defined response plan.

Services which only need to be performed once:

- Protection of the computer system using Imaging Technology
- Set up of a local back up
- Surge protection for the whole installation
- Optimised air filter and ventilation concept for computers, projectors and peripherals
- Protection of the installation against unauthorised access internally and externally
- Prevention of operator errors through the automation of the start up and switch off processes.
- Implementation of system monitoring devices
- Implementation of monitoring and connection to the control centre
- Installation of remote maintenance devices