

Constant Technologies, Inc.

Operations Center Installations on a Global Scale

Global Scope Comes with Challenges

Companies looking to expand or improve operations centers on a multinational level have numerous obstacles to consider. The sheer number of details involved in planning the logistics of an international renovation can be overwhelming.

Tom Sheeran, Vice President of Sales at Constant Technologies, has been involved in multinational installations for almost 20 years. “Providing global turnkey solutions for command centers is something we specialize in,” said Sheeran.

In his experience, Sheeran has noticed three challenges to multinational installations: time differences, logistics, and the level of technology required. Constant Technologies provides first-in-class service to overcome all of these challenges; as a result, most of our customers require multiple global installations and trust Constant with all of them.

Working Across Time Zones

Companies with global operations typically look to build a command center with a “follow-the-sun” model, which means that while all operations centers are constantly running, primary responsibility is passed in shifts between time zones. Though operations centers work 24/7, integrators and designers often don’t, and time differences can be a challenge in the planning process. Constant Technologies works around the challenge of differing time zones by having flexible employees who work to meet the client’s needs, no matter their location. “I try to mitigate that by making myself available on their hours,” Sheeran said. A typical week for Sheeran can include several calls at

unusual hours; he may have one at 5 a.m. and another at 9 p.m. As project coordination is so crucial, the entire project team is willing and able to adjust schedules to take part in calls and onsite meetings to ensure the time difference does not affect the end result.

Logistics and Customs

Another challenge for multinational installations is the complex logistics of international transport and customs. This can quickly become overwhelming, so Constant works with logistics partners to ensure there is a representative on hand to pay the taxes and complete the paperwork. That way, materials and equipment being shipped will go through with no unnecessary stress for the client.

We ensure that products arrive in a timely manner by following a number of steps. As the first task, we research where exactly we will ship our products and familiarize ourselves with the regulations and requirements for each country we work in. We also practice what Sheeran refers to as “tight coordination and documentation” with the client, customs authorities, and freight brokers in each country the shipment will arrive prior to shipping anything out. We address and research a number of questions prior to shipping, including:

- Are there permits required?
- Is this a trade free zone?
- Who will pay for the VAT?
- Are there any other duties or taxes that must be paid when the goods arrive?
- Can we pay these duties/taxes prior to the goods’ arrival in the country?



International shipments also require proper scheduling to ensure on-time delivery. The project schedule created by Constant provides the proper amount of time required for shipments to clear customs. Said Sheeran, "It is not practical to think that all shipments will clear within 1-2 days, as customs clearance is different in every country. In most cases, we typically allow 7-10 days for customs clearance."

Additionally, Constant's crew will be waiting and ready to unload and begin the installation when the deliveries arrive.

Ensuring Security of Shipments

When shipping valuable products over long distances, security can become a concern due to the long distances and multiple parties involved. For Constant, however, decades of experience shipping products all around the world result in tried and true procedures that ensure the safe arrival of your AV equipment and command center furniture. Due to the mission critical nature of our installations, our supply chain processes are secure. Constant uses trusted logistics partners to carry out shipments using a combination of dedicated trucks and air freight to manage shipments from point to point.

We also employ a number of steps to ensure secure shipment. Said Sheeran, "All shipments are documented down to the cables and connectors and are fully insured from our facility to the client site." In addition, we send spare products whenever possible in order to avoid delays should anything get damaged during shipment or not function properly upon arrival.

When the goods arrive on site, Constant's team is there to inspect and receive them in order to ensure everything is in good working order. These steps help to guarantee that projects complete on schedule and according to the client's requirements.

Consistency and Collaboration

Among one of the biggest challenges that companies face when going multinational is developing something that's very high tech and custom and incorporates every element necessary in a command center, such as crisis management, day to day monitoring, shift change and training. The complex demands of a mission critical space require expertise in command center workstation design and video wall integration that few can provide.

"A major goal for multinational companies is to develop something that's technically consistent so these command centers can talk to each other," Sheeran said. To truly implement a follow-the-sun model, these companies need a partner who can help with every step and coordinate multiple international installations with 24/7 rated dependability and uniformity. An integrator who only focuses on video wall displays and the audio-visual components of an operations center may not have the knowledge to design the furniture or the whole room. By contrast, Constant Technologies pulls everything together: from spatial design, to construction of operations center furniture, display wall system installation/integration, and global collaboration. As a company that specializes in operations center design and serves as an experienced A/V integrator, Constant offers a streamlined experience for our clients. What sets Constant



apart is the ability to produce turn-key operations centers with consistent design between sites and unique collaborative components, such as operations center video walls that can share content internationally with other connected centers in the event of a crisis.

“You don’t need to have a massive company to create high quality, custom operations centers on a global scale,” said Sheeran. “What you need is attention to detail, white glove service, and that’s what we’re able to provide.” With Constant Technologies, clients receive consistency in design and implementation for technology, furniture, integration, and service—including service after installation. After a project is completed, Constant offers several tiers of service so that trained technicians can provide preventative maintenance and retraining of new staff. visitors into the space are also something to think about in advance. Tours can be an important part of an operations center and even function as a corporate sales tool for securing new clients. It may be disruptive to the operators in the space to have tours run through the room; a viewing area outside the room or an adjacent conference room with a glass wall can be a great solution.

Conclusion

When you choose Constant Technologies, your global installation is in good hands. With decades of experience in international mission critical operations center installations, the Constant team can help you to plan and integrate global solutions. Constant designs your centers so that team members can walk into any of your regional operations anywhere on the globe and be immediately familiar with the command and control functionality.

About Constant

Constant Technologies, Inc. is a premier mission critical systems integrator providing customized audiovisual integration of large scale operations center video walls and control center console furniture worldwide. With over three decades of experience, Constant’s team has the knowledge and clearance to work with sensitive environments in both the public and private sectors and has implemented turnkey solutions all over the world. Constant designs, installs and services projects of all scopes and sizes to create solutions with the highest levels of security, aesthetics and functionality in mind. Some of Constant’s installations include: EOC builds, Network Operations Center design, Fusion Centers, Security Operations Centers, Control Room Design, Social Media Command Centers, and other command and control environments.

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