Constant Technologies, Inc.

# Consistency for Your Operations Centers Anywhere in the World

## Introduction

Often, organizations with 24/7 monitoring may have need for multiple operations centers spread across a number of site locations. No matter how many miles away these centers may be, consistency is key. They should be able to clearly communicate, share information, and function to the same standard regardless of location.

For consistency across global locations, there can be serious pitfalls in using multiple integrators. If each operations center is designed, integrated, and serviced by a different local firm, issues can come up around standards for products, lead times, quality, and overall user experience. Partnering with one vendor that has global integration experience can ensure better communication and response time across the entire organization.

## Consistency across multiple sites through a single AV integrator

Tom Sheeran, senior vice president at Constant Technologies, has a wealth of experience with multi-site installations for companies that span across the globe. Regarding the consistency that can come from using a single vendor for all installations rather than a fragmented approach with multiple integrators, Sheeran said, "Most clients today base their IT environments on standards in order to ensure Global consistency. This is true for hardware, software, network, redundancy etc. Clients cannot have an efficient, secure environment without these standards."

Establishing standards for the entirety of an organization's command centers ensures that they all function to the same level of optimization. Using a single AV integration firm helps ensure that these standards are consistent. Constant helps create these standards for each client so they can build a center anywhere in the world and it will look and function the same.

These standards allow for a variety of benefits including the ability to use spare parts across different centers, a global service level agreement, and cross-training from anywhere in the world. "A user can walk into a command center in Mumbai or California," said Sheeran, "and will know how to use the system, how the desk is wired, and who to call if there is a problem."

Using a single AV integrator for all command center projects also provides the ability to share content seamlessly across all of an organization's command center. "This means I can send what is on my video wall to another command center on the other side of the world," said Sheeran. This consistent build is very useful for shift change, incident management, disaster recovery, and daily briefs, and makes sure the global team is always in alignment.

If two command centers on either side of the world are built completely differently, even if they belong to the same organization this level of collaboration becomes much more difficult and complex to achieve.

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## Constant guarantees quality and consistency

Constant has ample experience completing multi-site installations across the globe. "We have worked on every continent," said Sheeran. We guarantee consistency with our standards for design, hardware, software, installation, and service level agreements. Each project we complete follows a proven process we've developed over decades in the mission critical industry. This means that each project starts with a solidly engineered design. All details are gathered prior to build, and there is no guesswork. We also meticulously check each project site prior to install — regardless of location– to ensure consistency of all infrastructure onsite.

No matter where in the world your operations centers are located, we use our own team for design, installation, and integration, which results in quality control, superior design, and a highly effective command center.

What we provide is not a product that gets turned over to a client and never touched again. Consistency in maintenance and uptime are just as important as the consistency in design and installation. With Constant you will have the same response time and same uptime as with a local firm — if not better– because we understand you as a client, and not just a single room.

To learn more about the consistency we can provide you across multiple site locations, contact us today for a free design and budget consultation.

## 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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