



Sony Managed Services

Creating and maintaining a digital media network can be overwhelming. But thanks to Convergent Media Systems, a Sony company, you can offload much of the heavy lifting to an industry expert. Our services offering can ease many of the burdens associated with implementing and maintaining your network and can be packaged as a bundle or a la carte:

- NOC Services
- Installation and On-site Support
- Creative Services

Sony managed services frees up resources and lets you focus on your core business.

NOC Services



From our state-of-the-art Network Operations Center (NOC), we provide 24x7 network monitoring and technical support. Certified technicians utilize a high-tech call tracking system, online schematics and troubleshooting flow charts to resolve more than 80% of calls over the phone. If on-site service is required, our project managers can dispatch one of our skilled field service technicians to resolve the problem on-site.

Installation and On-site Support



Our national field force and certified affiliates provide the geographic coverage and local expertise to efficiently deploy and support a network of any size. From our 45,000 square foot procurement facility, we manage purchasing, logistics, quality assurance and inventory. It also serves as a staging area during installation and provides quality assurance measures that reduce problems in the field and result in a highly efficient installation process.

Creative Services



Whether you need to augment your creative staff or need complete content creation services, Sony can help you keep high-quality content flowing. We can help plan, design, produce and maintain a consistent stream of high-quality content that is fully aligned with your business objectives and campaign goals. Our award winning designers and motion graphic artists have years of experience creating compelling digital signage content.