

REMOTELY MANAGED SERVICE OPTIMISES COMPLEX PROJECTION ENVIRONMENTS

Cloud-based remote management solution helps partners manage and optimise complex multi-projection environments, such as immersive experiences

Wiesbaden, DE. 30th January 2024 – Panasonic Connect Europe today announced its cloud-based Remotely Managed Service (RMS) at ISE 2024, designed to help partners manage and optimise complex multi-projection environments in fast growing areas such as immersive experiences. Tailored for IT managers in location-based entertainment, events production, edutainment, education, and enterprise, RMS helps deliver system reliability, device longevity, and imaging consistency to support stable long-term operations.

RMS brings Panasonic's Central Monitoring Center to customers via a cloud-based Remote Maintenance Platform, enabling real-time data retrieval from any projector on the network. It empowers users to remotely monitor projectors, respond to alerts and warnings, formulate preventative maintenance plans, and ensure video consistency through a suite of managed services. Equipped with tools to support and extend operating life, maintain image quality, and streamline maintenance, the solution takes complex multi-projector installation management to another level.

RMS functionality includes:

Image Adjustment Service

For edge-blended images or stacked images, misalignment issues caused by vibration and other environmental factors can impact the viewer's experience. When equipped with a compatible camera, the optional Image Adjustment Service scans test patterns for abnormalities to a schedule and executes any necessary geometric adjustments automatically. This process streamlines calibration, reducing on-site callouts and ensuring the best viewing experience.

Monitoring Service

At the heart of RMS is the Monitoring Service. Accessed via PC or mobile browser, it offers system and device status checks, uploading operational history and error data to the cloud and enabling RMS to construct device profiles for analysis and maintenance planning. RMS supports device connection via LAN or mobile networks, which is ideal for outdoor events. The service includes a warning and error alert system monitored by Panasonic Connect's Central Monitoring Center, giving site managers the option of a phone call from a Panasonic representative to a designated contact in the event of issues. This minimises field downtime, simplifies troubleshooting, and conserves resources.

Brightness Maintenance Service

Using device history from the Remote Maintenance Platform and actual brightness values gathered by sensors built into compatible projectors, the Brightness Maintenance Service designs a plan that balances image brightness and maintenance scheduling to the customer's requirements. In addition, by aligning maintenance timing for each projector, the Maintenance Planning Service reduces downtime and optimises resource usage.

"With European demand surging for immersive entertainment and projection mapping in the experience economy, our partners and customers need the latest remote monitoring solutions to manage their complex multi-projection infrastructures effectively," said Hartmut Kulesa, European Marketing Manager for Visual System Solutions at Panasonic Connect Europe. "Panasonic Connect's RMS solution provides flexible, optimal support to our partners, freeing them from on-site constraints and giving them the confidence to push the boundaries of experiential entertainment at permanent or temporary events."

For more information on Panasonic Connect Remote Monitoring Service, visit:

<https://eu.connect.panasonic.com/gb/en/products/projectors/remotely-management-services>

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About the Panasonic Group

Founded in 1918, and today a global leader in developing innovative technologies and solutions for wide-ranging applications in the consumer electronics, housing, automotive, industry, communications, and energy sectors worldwide, the Panasonic Group switched to an operating company system on April 1, 2022, with Panasonic Holdings Corporation serving as a holding company and eight companies positioned under its umbrella. The Group reported consolidated net sales of 8,378.9 billion yen (ca. 59.4 billion Euro) for the year ended March 31, 2023. To learn more about the Panasonic Group, please visit: <https://holdings.panasonic/global/>

About Panasonic Connect Europe

Panasonic Connect Europe began operations on October 1st, 2021, creating a new Business-to-Business focused and agile organisation. With more than 400 employees, the business spearheads operations with its major new B2B solutions initiative called “Gemba Process Innovation”, supported by its wide business product range.

Panasonic Connect Europe is headquartered in Wiesbaden and consist of the following business units:

- The **Mobile Solutions Business Division** helping mobile workers improve productivity with its range of Toughbook rugged notebooks, business tablets and handhelds.
- The **Media Entertainment Business Division** incorporating **Visual System Solutions** offering a range of high brightness and reliable projectors as well as high quality displays; and **Broadcast & ProAV** offering Smart Live Production solutions from an end-to-end portfolio consisting of PTZ and system cameras, camcorders, the Kairos IT/IP platform, switchers and robotic solutions that are widely used for live event capture, sports production, television, and xR studios.
- **Business and Industry Solutions** delivering tailored technology solutions focused on Retail, Logistics and Manufacturing. Designed to increase operational efficiency and enhance customer experience, helping businesses to perform at their best, every day.
- **Panasonic Factory Solutions Europe** selling a wide range of smart factory solutions including electronics manufacturing solutions, robot and welding systems and software solutions engineering.

For more information please visit: <https://eu.connect.panasonic.com>

Please visit Panasonic Connect Europe’s LinkedIn page: <https://www.linkedin.com/company/panasonic-connect-europe/>