



## Global Technology Company

### Managed Services and Leading-Edge 3D & VR Event Support

For more than 25 years, Black Box has supported this global technology leader and today provides IT Managed Services in 14 locations across North and South America. The Company wanted a single Managed Services provider to deliver local expertise, while having access to world-class subject matter experts and uniformity for global IT deployments. Black Box provides a wide range of services governed by time-driven Service-Level Agreements (SLAs). Within our Managed Services agreement, we provide:

- 24 x 7 x 365 support at all manned locations.
- Comprehensive program management.
- Global deployment coordination and support.
- Server refresh, configuration, maintenance, and break-fix.
- Move/Add/Change support for voice and data.
- LAN/WAN support and expansion.
- WLAN controller and application management.
- Server and network equipment installation and racking.
- Fiber and copper cabling.

In addition to our Managed Services work, Black Box has been integral in delivering the Company's leading edge 3D and VR experiences. The Company's technology enables a state-of-the-art, 3D visual experience for sports enthusiasts. When the Company needed a partner to implement its vision, it turned to Black Box to provide on-site and virtual design, installation, and support including:

- Data and control room design and installation.
- 360-degree camera installation, testing, support, and maintenance.
- Installation and game-day support at sports venues in North America and Europe.

#### BUSINESS OBJECTIVES:

- Cost reduction
- Consistent, reliable, global IT support

#### KEY STATISTICS:

- 130 full-time, on-site IT support pros
- 20 Cisco-certified engineers
- 14 locations
- 24 x 7 x 365 support

For its VR offering, the Company again tapped Black Box to provide a range of services including:

- Technology consulting
- Field support for VR events
- Software development
- Program management
- Quality assurance

#### GET IN TOUCH

For more information about our services or for a quote, please contact us at **855-324-9909**, [Contact@blackbox.com](mailto:Contact@blackbox.com) or visit [BLACKBOX.COM](http://BLACKBOX.COM).

#### ABOUT BLACK BOX

Black Box® is a trusted IT solutions provider delivering cutting-edge technology products and world-class consulting services to businesses across the globe in every industry. The breadth of our global reach and depth of our expertise accelerate customer success by bringing people, ideas, and technology together to solve real-world business problems.