



ACCELERATING THE CUSTOMER'S **DIGITAL LANDSCAPE**

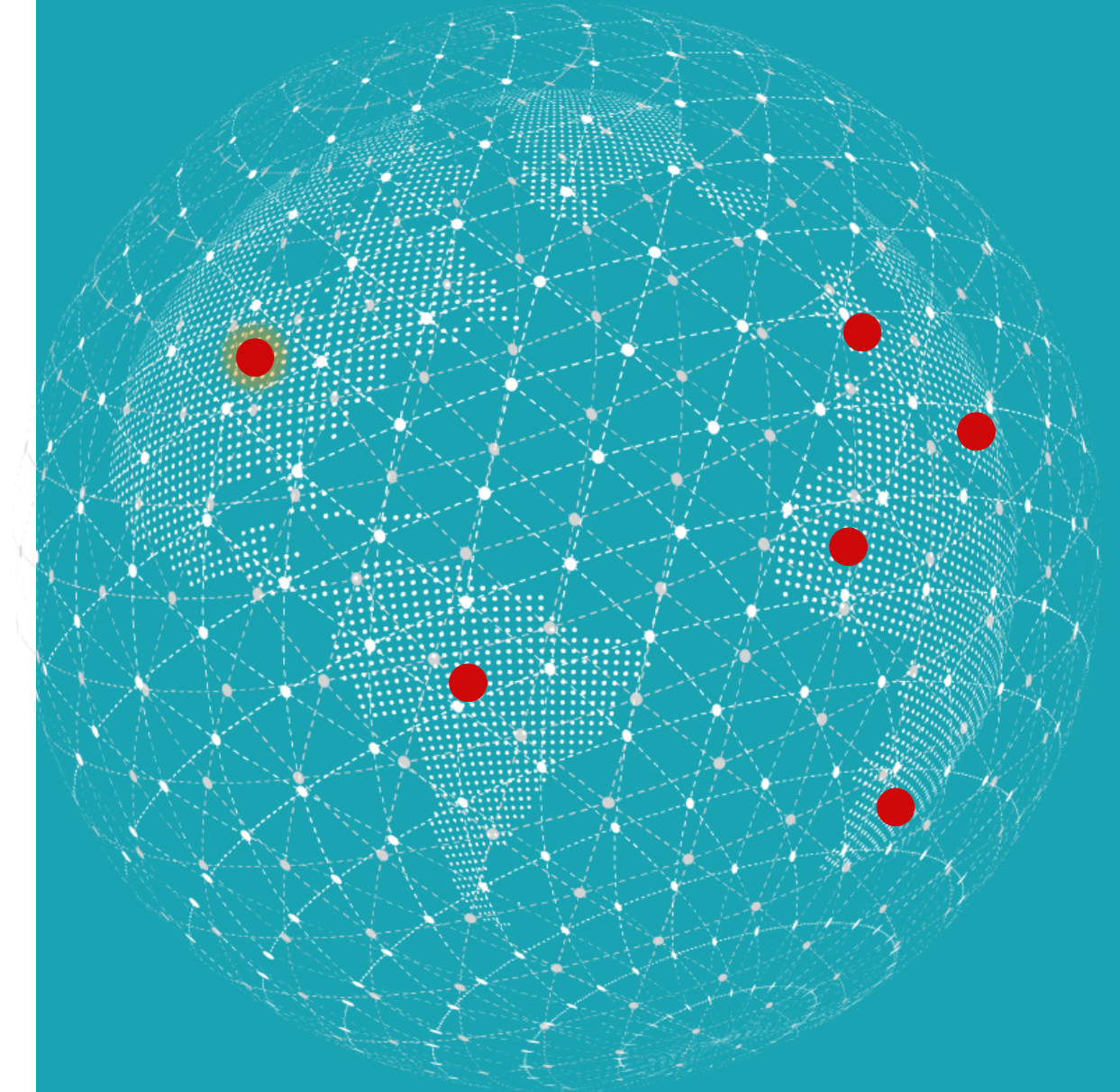
WE ARE



Presented by
First Name Last Name

Our Story

Evolves with Every
Technology Shift



Technologies behave as **Tectonic Plates**



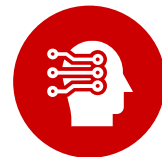
By 2030, Metaverse technology would be worth \$5 trillion and will offer major new growth opportunities in the digital workplace for several industries. (McKinsey)



The number of buildings globally deploying smart building technologies will reach 115 million in 2026 - an increase from 45 million in 2022.



By 2025, there will be 152,200 IoT devices connecting to the internet per minute, generating \$4-11 trillion in economic value.



42% of organizations prefer re-modifying the application interaction with datacenters. (Harvard Business Review)

Businesses are challenged by **Tectonic Shifts**



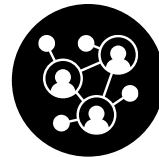
Metaverse technology has the potential to profoundly change how businesses and consumers interact with products, services, and each other.




Today's buildings rely on multiple systems for lighting, heating, and other necessities. Smart buildings help improve efficiency by connecting the operational systems while reducing costs.



IoT solutions leave a great impact on businesses since they don't necessarily change the method of business operation, but its implementation and rapid use improve the productivity and efficiency of businesses.



Today's organizations need a hybrid digital infrastructure consisting of both physical and virtual assets and functions, with physical and logical resources, connections, and dependencies.



The Answer Is **An Experienced Technology Partnership**

Delivering Future-ready Digital Infrastructure and Networking Services for Customer's:

- Connected experiences
- Communication and collaborative workflows
- Business continuity
- Hyperscale data center readiness
- Cost efficient IT modernization



BLACK BOX[®]

A Trusted Global
Solutions Integrator



Helping Drive the Technologies of Tomorrow

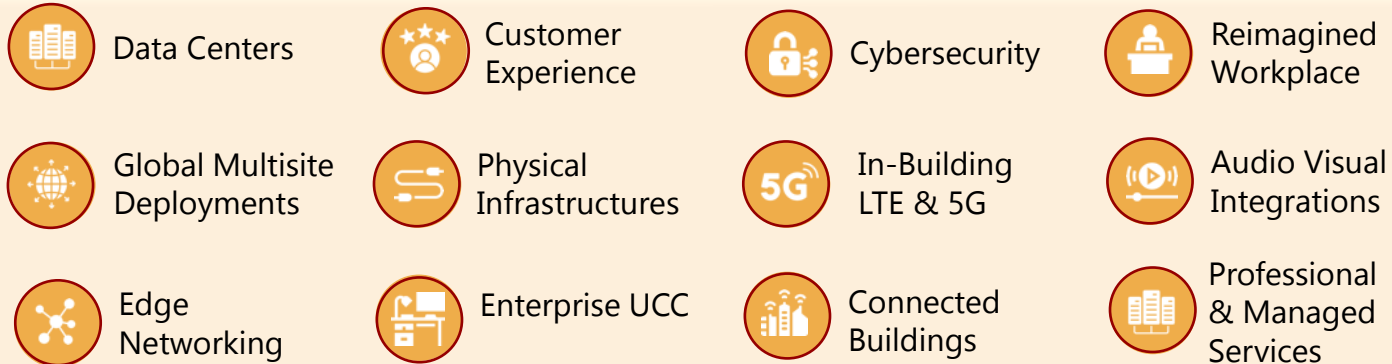
Customer' Industries



BLACK BOX OFFERS

Access to Future Tech

The Digital Acceleration Specialists supporting Integration and Delivery



Conversational AI & Self-Service

Autonomic Systems

Robotics & AI Engineering

Biometrics

Trusted strategic IT solutions & services partner and solution integration expert for over 45 years.

Accelerating business transformation and strengthening digital infrastructure foundation - network, customer experiences, connectivity, and more.

Driving the digital infrastructure by serving clients across continents and cultures through our *Glocal* strategy.

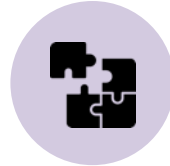


BLACK BOX[®]

The Digital Infrastructure Specialist



Empowering business transformation with Digital Infrastructure and Networking Solutions



Delivering more than a Service, a Promise to be Relevant to Technology Shifts



Always evolving on the strength of diverse Subject Matter Expertise of our experts and through the roadmap of visionary leadership



Connected as one family - internal people and a partner network of technology and product experts



Scripting technology led client success across various sectors of the global IT landscape

Our **Corporate Overview**

Black Box® is a trusted IT solutions provider delivering cutting-edge technology solutions and world-class consulting services to businesses around the globe.

The breadth of our global reach, continuous innovation, and depth of our expertise accelerate customer success by bringing people, ideas, and technology together to solve real-world business problems.

Our IT infrastructure solutions, services, and products enable secure, flawless connectivity and meaningful collaboration for businesses in every major market across six continents.



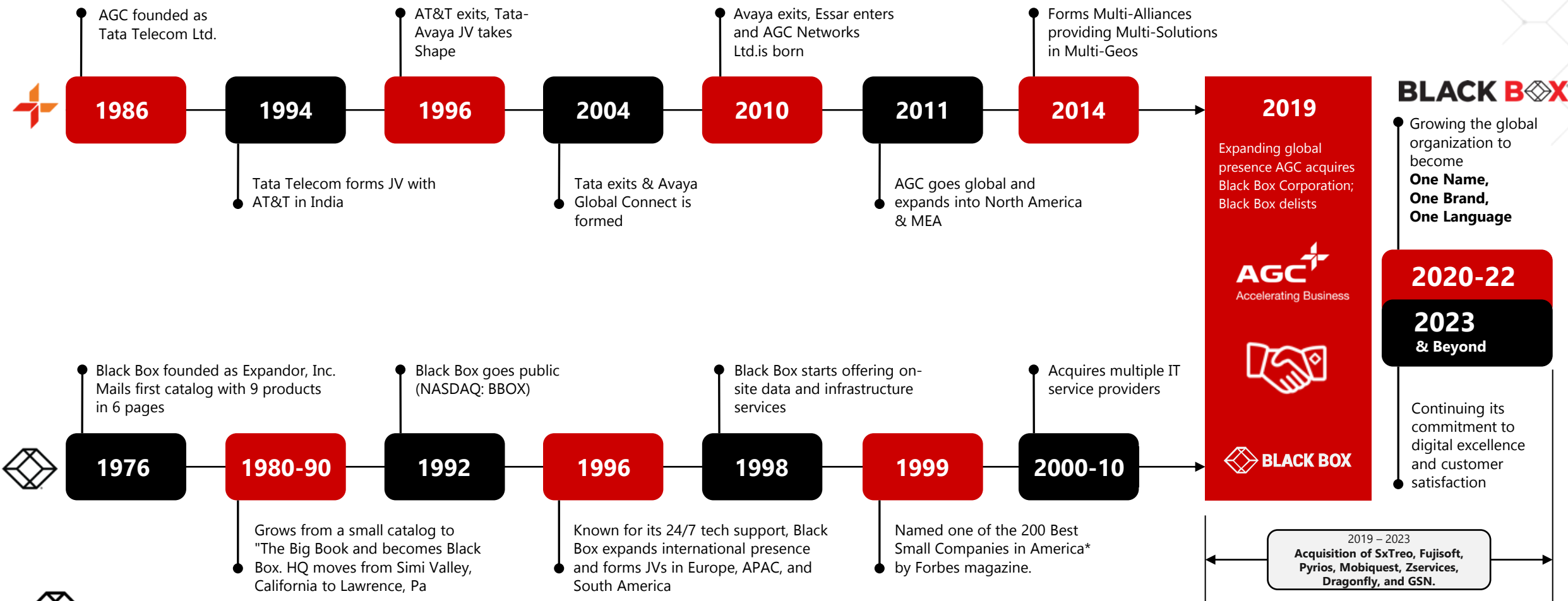
And **Global Snapshot**



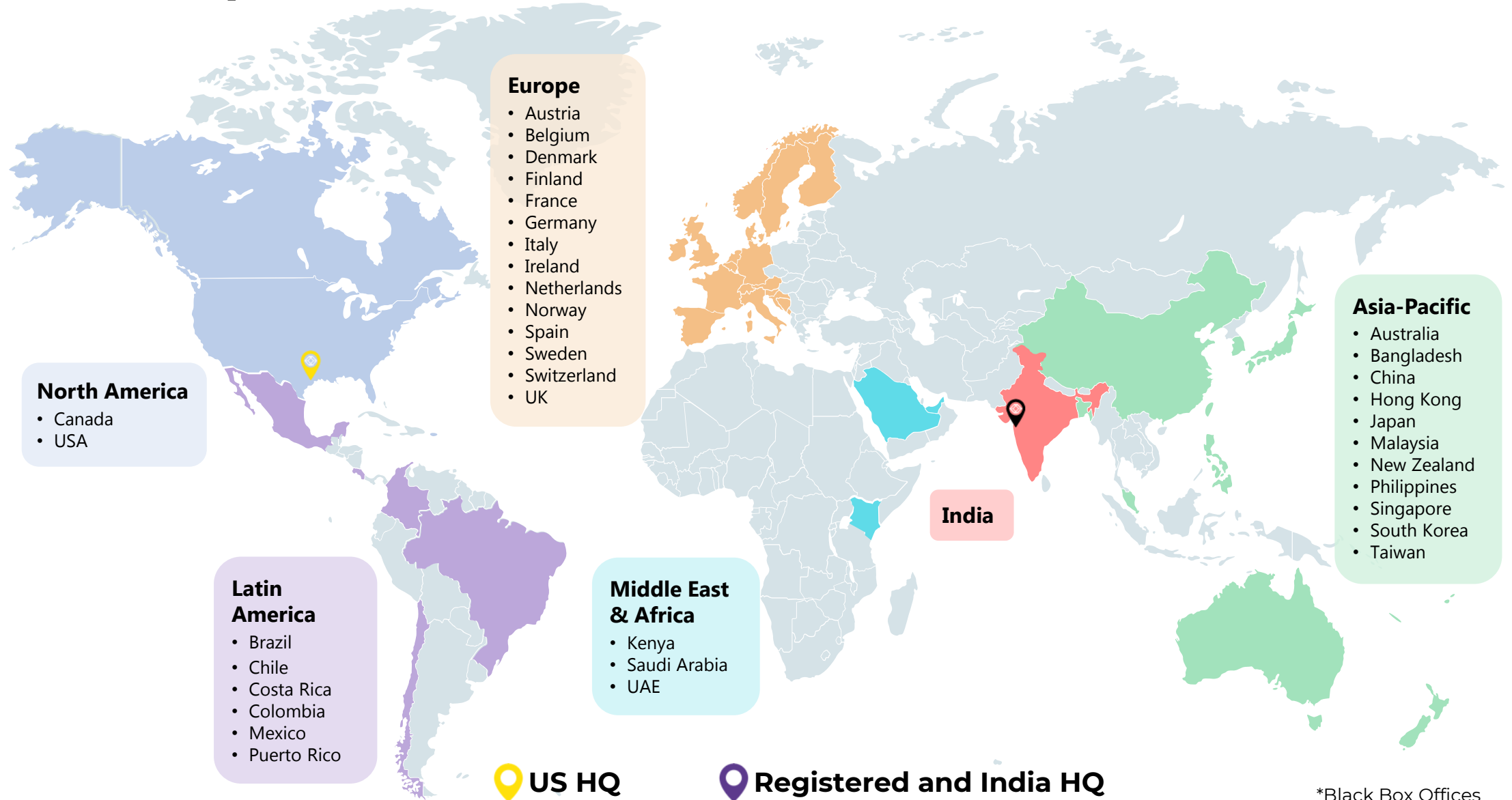
- **Innovative** and **customized** digital, cloud-ready, secure solutions and services portfolio
- **Future-ready** technology products portfolio
- **Best-in-class** technology partners
- **Worldwide** multivendor, multisite support
- Agile, flexible, **right-size organization**

Inception To Date

Milestones In Our Journey



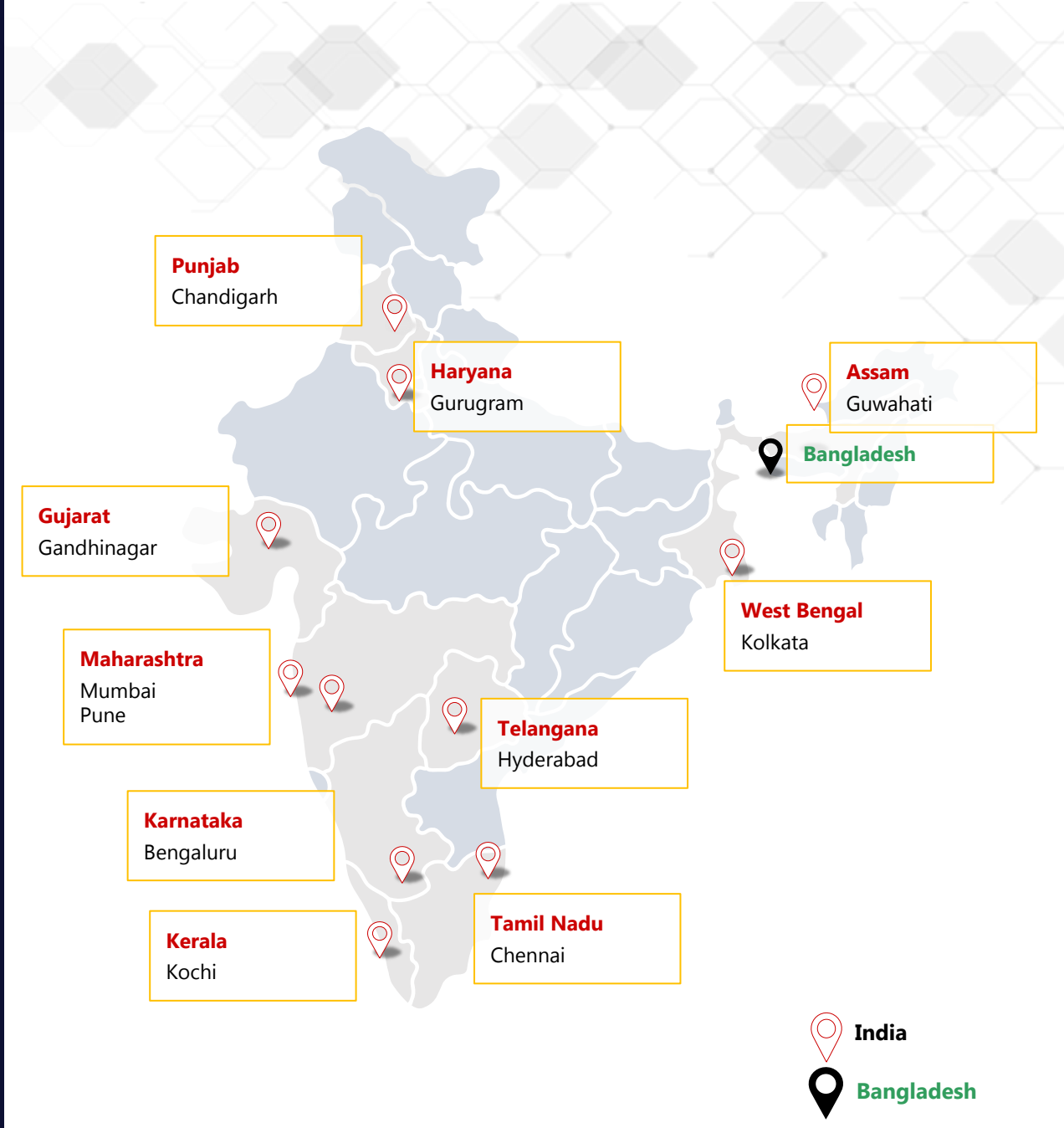
With Footprints Across the Globe



*Black Box Offices

India Presence

- 35+ offices in India
- Distribution Network of 50+ System Integrators, Channel Partners and Dealers
- Major delivery centers



Black Box India Team

Local Accountability and Authority

Account Management
Services
Operations



Jayantha Prabhu

Business Head - India, SAARC & MEA
91 9930134001
Jayantha.Prabhu@blackbox.com



Abhinav Sharma

VP & Sales Head - India & SAARC
91 9911104027
Abhinav.Sharma@blackbox.com



Jagdeesh Mhalgi

Vice President & Head - Services Delivery India
91 9820520385
Jagdeesh.Mhalgi@blackbox.com



Rajat Varma

Regional Vice President - West, Sales India
91 9820067764
Rajat.Varma@blackbox.com



Sumanta Datta

Regional AVP -East, Sales India
91 9830109096
Sumanta.Datta@blackbox.com



Suresh Subramaniam

Regional Vice President - South, Sales India
91 9840188305
Suresh.Subramaniam@blackbox.com



Sanjay Ahlawat

Regional AVP - North, Sales India
91 8860616620
Sanjay.Ahlawat@blackbox.com



Bhubaneshwar Mahapatra

Practice Head - Secure & Connected Enterprises
91 9845081303
Bhubaneshwar.Mahapatra@blackbox.com



Bhavin Barbhaya

VP & Practice Head - DC & Edge IT, Sales India
91 9930135738
Bhavin.Barbhaya@blackbox.com



Kevin S Mascarenhas

Practice Head - UC & C, CX India
91 9930013015
Kevin.Mascarenhas@blackbox.com



K Vijay Sen

Associate Vice President - Technical Support India
91 9052222809
Vijay.Sen@blackbox.com



Tomi Thomas

Practice Head - Audio-Video Collaboration
91 9167361288
Tomi.Thomas@blackbox.com

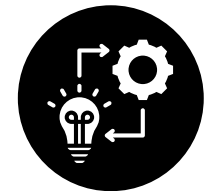
Guided By **Strong Beliefs**



Accountability and transparency with all stakeholders.



Embracing global citizenship and respecting differences by nurturing diversity.



Continuous innovation, anticipating the ever-changing needs of our customers and accelerating their success.



Guided by **1500+** **Certified Experts**



Pre-Sales

Understanding client expectations to align service delivery to business goals



Service Engineers

Skilled in diverse domains - networking to infrastructure to telecom



Solution Experts

Advisory teams' outline steps to propel client's digital acceleration strategy

Global
Certifications

Multi OEM
Support

Global
Footprint

Customer-first

Evolution of Best Practices



Global Support

- Global Network Operation Centers (G-NoC)
- Customer Experience Centers (CEC)
- Global Security Operation Centers (G-SoC) across Pittsburgh, Dallas, Mumbai & Bengaluru



Quality Commitment

- ISO/IEC 9001:2015 certified
- ISO 27001:2013 certified
- CERT-In Empaneled



Continuous Innovation

- Center of Excellence for Global Solution Integration
- State-of-the-art incubation centers to align products to newer markets

Expertise Built Over Decades Define the 3 “R” approach



R elationships

Fostering deep relationships with our technology partners, directed towards helping our customer succeed



R elevance

Understanding industry landscapes, gauging business futures, securing IT, and aligning the relevant technology from global leaders



R esults

Leveraging more than 46 years of dedicated efforts towards delivering objective results aligned to the larger customer organization, but driven by technology

A Journey of Accolades

2022-2023

- AV Technology Best of Show ISE 2023 for Emerald DESKVUE (Global)
 - Juniper – Alliance Partner of the Year (APAC)
 - TVB Europe 'Best of Show' Award at IBC 2022
 - National Best Employer Brands — 2022 (India)
-
- Top choice in the Disability Equality Index® Best Place to Work for Disability Inclusion (USA)
 - CommScope - 'Focus on Training' Award (USA)
 - Silver Stevie Award Winner Customer Service Team of the Year (USA)
 - TVB Europe Best of Show Award IBC 2022
 - AV Technology Best of Show ISE 2022
 - Verint - Partner Excellence Award (India)
 - Avaya - Subscription Partner of the Year (India)
 - Juniper - MIST-AIDE Partner of the Year (India)
 - Juniper - Enterprise Partner of the Year (India)

2021

- Bronze Stevie Award Winner Front-Line Customer Service Team of the Year (USA)
 - InfoComm Best of Show for MCX Gen 2 (USA)
 - AV Magazine UK (Shortlisted) MCX Gen 2 (UK)
 - rAve Reader's Choice Award Nominee (USA)
 - CommScope DAS Partner of the Year (USA)
 - Avaya OneCloud Subscription Partner of the Year – APAC (India)
 - Yotta – The Golden Circle Partner Excellence Award (India)
-

2020

- NAB Product of the Year Winner for PoE KVM Extenders (USA)
- ISE Best of Show Award 2020 for Radian Flex (EU)
- Bronze Stevie Award Winner Front-Line Customer Service Team of the Year (USA)
- Best of Show Special Edition Award from TV Technology Magazine for Emerald PE IP-Based KVM Extenders (USA)
- AV Technology Europe Best of Show at ISE (EU)
- Black Box Emerald PE for Digital Media World Award – Bronze
- Avaya International Theatre Partner of the Year (India)



BLACK **B**X[®]

A Deeper Dive into
Our Offerings

Our Portfolio of **Solutions, Services, Products**



Global Solutions Integration

- Connected Buildings
- Digital Workplace
- Customer Experience
- In-Building 5G/Private LTE
- Data Centers
- Enterprise Networking
- Cybersecurity



Global Support Services

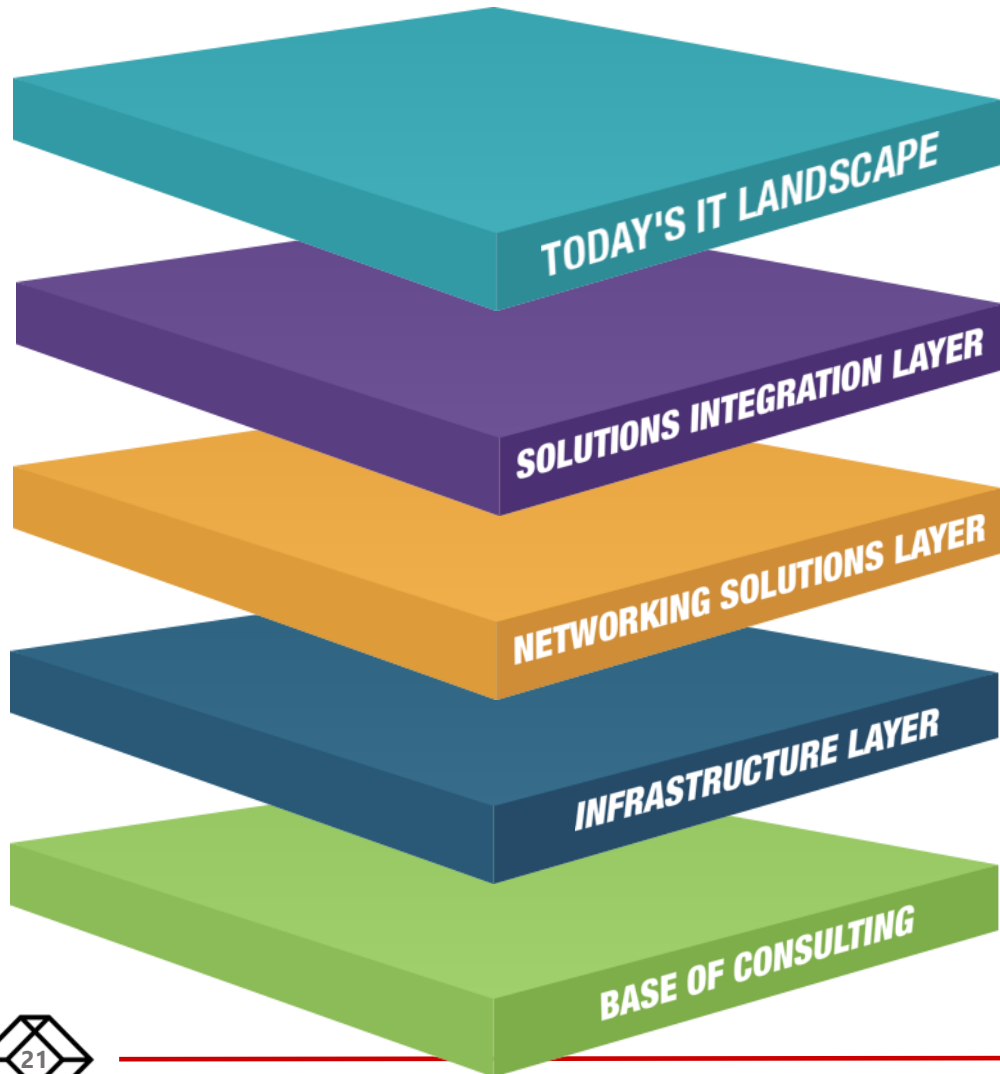
- Consulting & Design
- Project Management
- Field Services
- Support Services
- Managed Services
- Customer Success



Technology Product Solutions

- AV & KVM
- IoT
- Analytics & Control Solutions
- Network Infrastructure
- Support & Services

Multiple Layers of Tech Competency

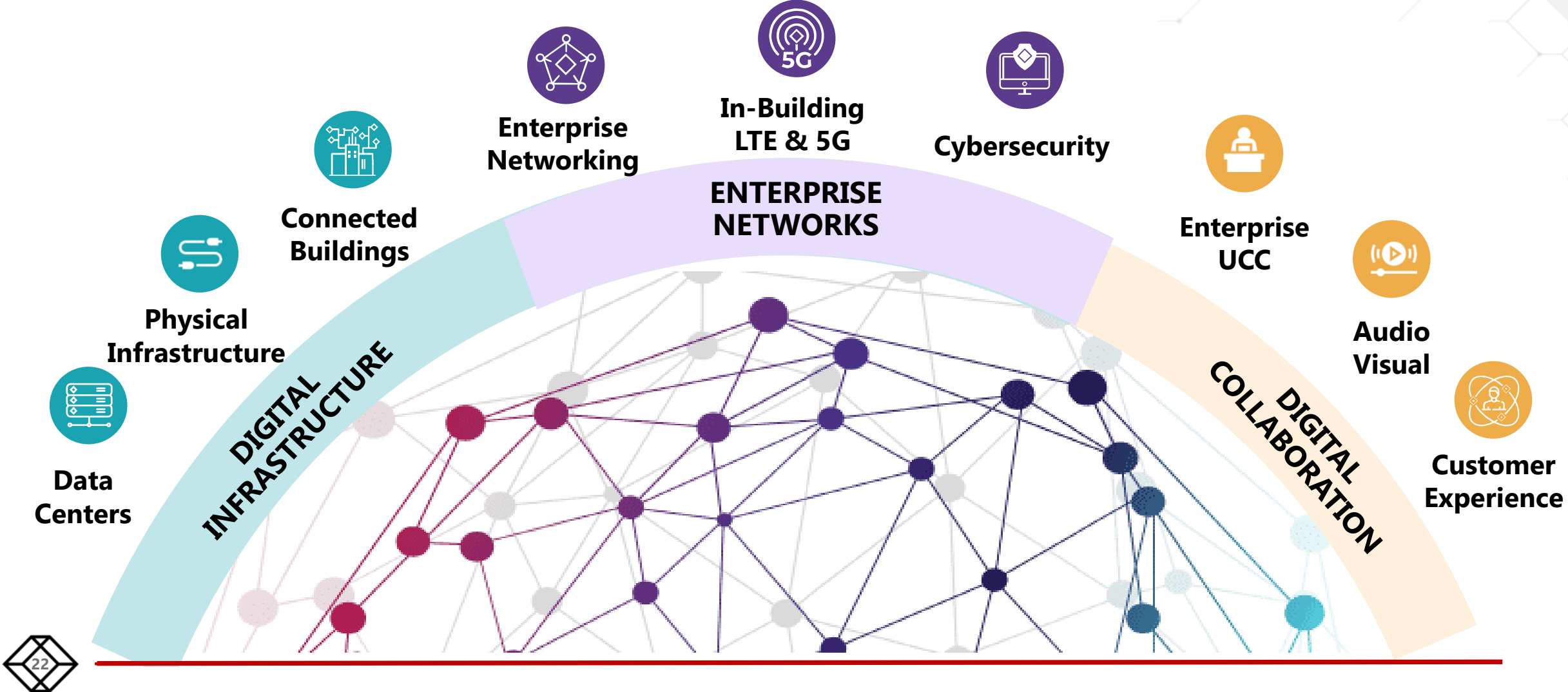


For the Client's Digital Acceleration

- IT Landscape where Businesses find a Firm Footing for Digital Acceleration
- Competency in a wide array of technology solutions integration - Cloud, CX, AI, Unified Communications, IoT, etc.
- Helping businesses move forward with Networking and Cloud Solutions - Wide Area Networking (Wireless and Cellular)
- Foundation of robust Digital Infrastructure service for Hyperscale Data centers | Contact centers | Wired networking
- Consulting and Service Expertise (Managed services - Professional, Field, Multisite, Support) to streamline Digital Acceleration

Global Solutions Portfolio

Global Solutions Integration





**Consulting
& Design**



**Project &
Deployment**



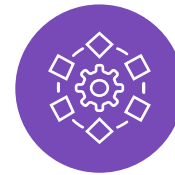
**Field &
Dispatch
Services**



**Custom
Application
Development**



**Success
Management**



**Staff
Augmentation**



**Support
Services**



**Service
Desk**

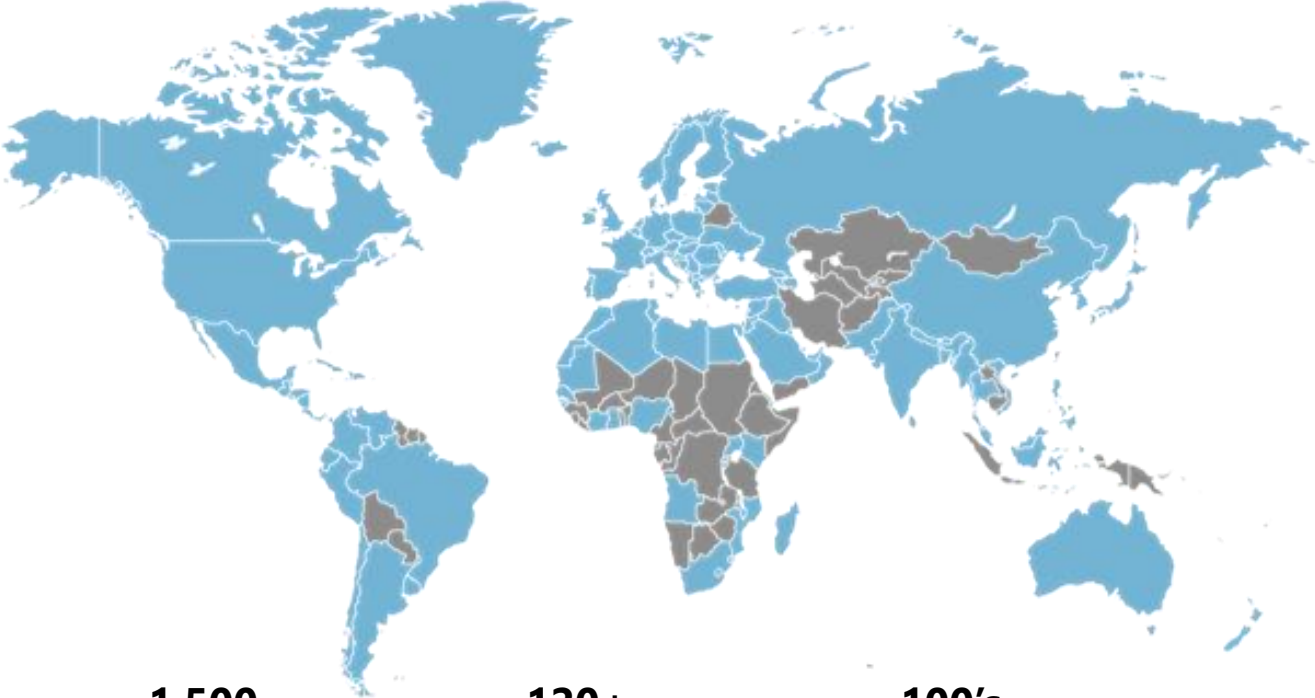
**PROFESSIONAL
SERVICES**

**MANAGED
SERVICES**

Global Support Services

24/7/365 Global Response Centers (GRC)

Connected Buildings



1,500
PROJECTS PER
MONTH

120+
COUNTRIES

100's
OF SITES PER
NIGHT



Global Multisite Deployments



Structured Cabling



Audio Video Solutions



Deployment of IoT Devices



Enterprise UCC & Collaboration



Audio-Video



Reimagined Workplace



Hybrid Workplace



UC / UCaaS (Public/Private)



Premise to Cloud Upgrade



AVAYA



Microsoft

audiocodes

zoom

ORACLE

VERINT

Customer Experience



Omnichannel
Experience



Digital First /
Conversational AI



Agent
Engagement



Resilient Staffing
Solutions

Global CX Approach

Guidance, Platforms, Services

CX Service Journey
evaluation with
executable roadmaps
simplifies & accelerates
business transformation

Fully Integrated Digital
First/AI technology
transforms CX beyond
CCaaS into an
Omnichannel solution

Custom Application
Services, Global Response
Centers, PS, MS, and CSM
options ensure continuous
improvement

AVAYA



NICE®

CALABRIO™

VERINT

GENESYS™

copc®

In-Building 5G and Private LTE



5G



OnGo® (USA)



Private Wireless
(ROW)



Public Safety DAS



RTLS



Public Network

100x Faster Mobile
Broadband Ultra-Reliable,
Low-Latency Massive
Internet of Things



Private Network

Allocated (Coordinated)
Spectrum Full End-to-End
Security Predictable, High
Capacity, Higher QoS

COMMSCOPE®

celona

insee^{go}

NOKIA

Airspan

JMA
WIRELESS

Data Centers



Data Center Build



Inside and Outside Plant Build



DC Operations



Hyperscale, Colocation, Edge, and Enterprise



Enterprise Networking



Network-as-a-Service (NaaS)



SD-WAN



Wi-Fi 6



Security



Core Routing & Switching



WiFi-as-a-Service (WaaS)



COMMSCOPE®

BELDEN

Extreme
networks

FORTINET®



paloalto®
NETWORKS

Cybersecurity

Outcome-based | Complete lifecycle services |
Tailored to clients' needs | Best of the breed technologies |
Cost effective



Advisory and GRC



Cloud Security



Managed XDR



OT & IoT Security



Infrastructure and
Data Security



Application Security



Identity and
Access Management

FORTINET

paloalto
NETWORKS

SECURONIX
Security Analytics. Delivered.



*Logos Are The Property Of Their Respective Owners

- Consulting Services
- System Integration
- Services Managed Services

Global Support Services



Consulting & Design

- Hybrid workplace transformation
- Structured Cabling Design
- Comprehensive AV – assessment, site survey, etc.
- Network Design



Project Management

- On DemandPlus
- Global Multisite Deployments
- Planning, Execution, and Oversight



Field Services

- Global Workforce
- On Demand
- Site Assessments
- Logistics and Warehousing
- Staging and Configuration



Support Services

- 24/7 Service Desk
- Incident Management
- Monitoring
- Request Management



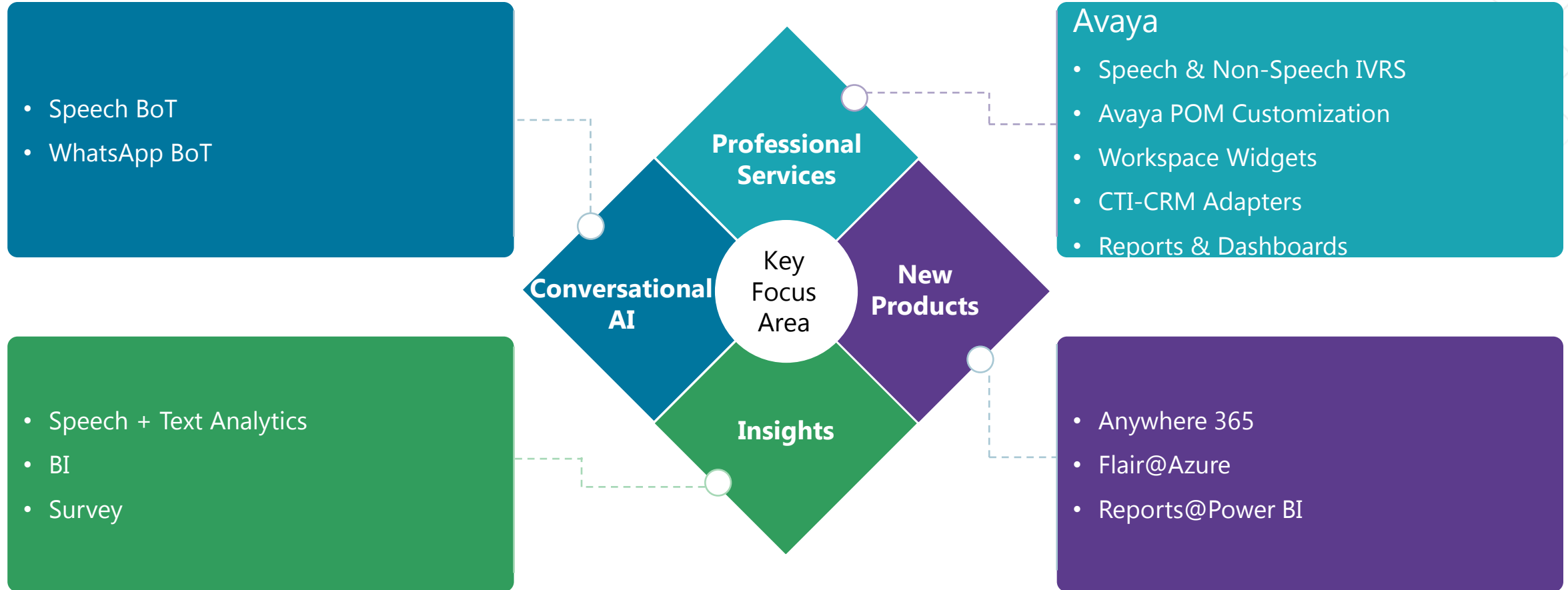
Managed Services

- Staff Augmentation
- Financial Services
- Data Center Services
- Managed Service Desk
- Managed UCaaS

Technology Competencies & Partnership Level

OEM	SEGMENTS	SKILLS	CERTIFICATIONS	PARTNERSHIP LEVEL
AVAYA	CORE/ APPS, IPO, CC, SBC	76	185	DIAMOND
JUNIPER	SRX / EX / MIST*	16	55	ELITE PLUS
ORACLE	SBCE / SDWAN	4	7	GOLD
EXTREME	WI-FI, R&S	5	49	GOLD
HP ARUBA	WIFI-ARUBA	5	3	BUSINESS PARTNER
CISCO	UC, NETWORKING	25	92	GOLD
GENESYS	UC & CX	12	20	RESELLER
VERINT	CUSTOMER ENGAGEMENT	5	3	GOLD
CALABRIO **	VOICE RECORDING	5	3	IMPLEMENTATION PARTNER
NICE	VOICE RECORDING	2	4	NO
MICROSOFT / AWS	AZURE / AWS	20	38	GOLD – Collaboration, Content & UC
POLY	VIDEO CONF	30	20	SILVER
CRESTRON	AV / BRI	30	26	AUTHORIZED
FORTINET	FIREWALL / SWITCHING	8	25	ADVANCED
TREND MICRO	CYBER SECURITY	5	5	SILVER
PALO ALTO	CYBER SECURITY	4	6	INNOVATOR
CHECKPOINT	CYBER SECURITY	2	1	AUTHORIZED

Digital Applications



The Customer Ecosystem

Extending across domains and boundaries



Deloitte.



 **MetLife**



BLUE DART



Flipkart 

HCL



yatra

IHCL

THE INDIAN HOTELS COMPANY LIMITED



 **SBI**

 **LUPIN**



CREDIT SUISSE 

emami*



*Logos Are The Property Of Their Respective Owners

Furthering Digital Acceleration on **Strong Partnerships**

Technology Partners





BLACK BOX[®]

Overview of
Technology Product Solutions Portfolio

Technology Product Solutions Portfolio

Audio **Video**/IoT

PRODUCTS

AV

Switching

Visualization

Desktop
KVM

Enterprise
KVM

Distribution

Signage/
Video Walls

Unified Control & Management

IoT

Connected/Smart
Buildings

Telemetry
/Positioning

Sensors

Gateways

Sensors

Gateways

IoT Analytics Software Platform

Connectivity Products

Support & Professional Services

SERVICES



Consulting

Tailored combinations of
technologies and products



Factory Pre-Configuration

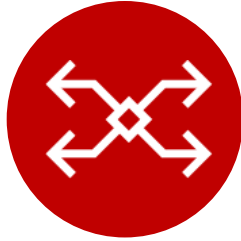
IT infrastructure, hardware
and software setup and
maintenance



Support

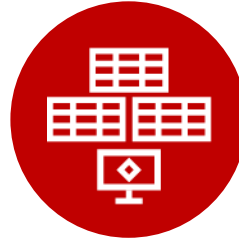
Through all project and
product lifecycle stages

What We Do



AV Switching and Extension

Simplify signal management with reliable switching and extension equipment.



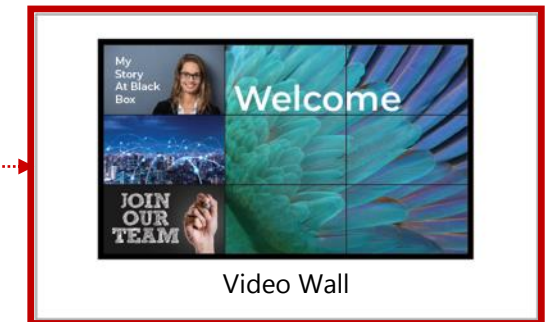
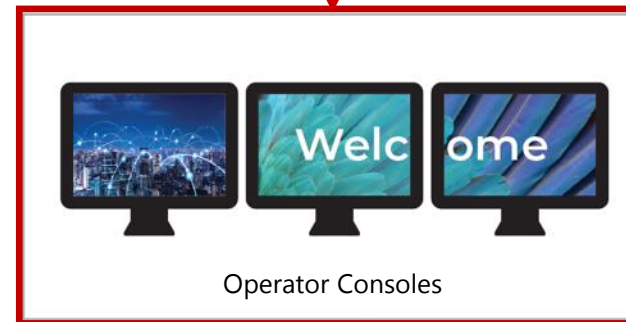
Video Walls and Digital Signage

Make decisions from a common operating picture or shared display.



IoT Monitoring, Sensors, and Gateways

Monitor your building, rooms, and equipment from anywhere, at any time.



Furthering Digital Acceleration on Strong Partnerships

Product Partners

AEM
Design & Build Green Data Center

Accu-Tech

ANIXTER

BlueStar
Your Solutions Distributor

CDW

CONVENA
distribution

D&H

» **DEVICE DEAL**

f9 Distribution

GraybaR

HYPERTEC
POWERING BY INNOVATION

INGRAM
MICRO

JENNE
Cloud Services Brokerage
Value-Added Distributor

LONGJOIN
— 龍健集團 —

MultiNet
communications

NOVO

scansource

TD SYNnex

TECHVALUE



BLACK BOX[®]

Business Benefits of
Our Digital Infrastructure

Case Study – Data Centers

Building Global Hyperscale Data Centers for a Data Center Giant



The Client

One of the largest data center holders around the world.



The Challenge

Construct multiple hyperscale data centers globally with complex requirements and aggressive go-live deadlines while maintaining data centers that carry massive traffic throughout the world.



The Solution

Black Box has a global strategy and methodology of standardizing and ensuring repeatable, predictable outcomes. Recruit, train, and retain cultivated talent for long-term projects and resource reallocation.



Benefits

As a preferred data center partner, Black Box has been continuously entrusted with new build-outs while operating data centers with skilled, certified, in-house talent.

Case Study – Contact Center Transformation

Enabling Remote Operations Transformation



The Client

For over 3 decades, this Realty developer has been an insignia of trust, transparency, and differentiated service in the Real Estate sector. It has developed numerous projects across multiple locations mainly in Residential, Office Space, Retail, Hospitality, and Social Infrastructure properties.



The Challenge

Due to the COVID-19 pandemic crisis, the customer's tele-calling operations were on the verge of shutting down, as working from the office was not possible for the sales staff.



The Solution

Configured agent profiles for telecommute mode through the API provided by the application provider (Genesys) & conducted tests on the native platform to understand the complete configurations and replicate them on our custom CRM connector.



Benefits

The Realty developer was able to continue their outbound & incoming Sales operations remotely during the Covid-19 pandemic.

Case Study – Cloud Contact Center

Building a Cloud-Based Omnichannel Contact Center for a Logistics Start-Up



The Client

This start-up is a one-stop solution for all logistical requirements. Their goal is to provide seamless logistical solutions, customized to the needs and constraints of customers in a fair and transparent manner. Their top priority was to build over 300 centers across the country that will include their pick-up and delivery (PUD) service, transit hubs, and alliance partners.



The Challenge

The start-up was raring to build a cloud-based CX platform during the pandemic to introduce flexibility, agility, and faster time to market to their business despite the constraints of starting anew during the tough time of Covid. Their CapEx was drastically dropped due to the absence of customer data and delivery centers. Their customers have higher and varied requirements regarding convenience, agility, smooth interaction, channel availability, quick time to market, and personalized solutions. The company was unable to fulfill such requirements without a scalable and reliable platform. They wanted to set up their pan-India operations with a philosophy of “Born in the Cloud” by deploying an omnichannel customer experience platform. Their business required a cloud contact center that allows advisors to work from anywhere and address customer engagement needs in no time.



The Solution

With Genesys Cloud CX and SimpleCRM hosted on multi-cloud, our experts provided top-notch multi-cloud solutions to address the challenges like the absence of customer data centers and delivery centers and introduced contact center operations. This operation implemented for customer service advisors enabled them to work from anywhere and address all the customer engagement needs like:

- Omnichannel CX (Voice, Email, Chat, Social)
- Marketing: Target to prospect journey and digital marketing
- Sales & Account Management
- Customer Support
- Customer Delight:
- Mobility solutions for sales



Benefits

- Integrated Omnichannel Customer Engagement Platform with best-in-class features
- A single comprehensive platform to manage all interactions and issues
- Ability to start operations from anywhere by providing an end-to-end managed platform

Case Study – Cybersecurity

Turn-key Vulnerability and Gaps Assessment for Geauga County



The Client

Gauga County, a county in the U.S. state of Ohio, in support of the richly dynamic culture of its citizenry, required a robust, secure, and vulnerability-free IT infrastructure.



The Challenge

- Visibility
- Cybersecurity gaps
- Cybersecurity risks
- Security policies addressing the new privacy & security compliance requirements



The Solution

- Vulnerability and gaps assessment on external and internal IT infrastructure
- Series of reports identifying the findings, risks, & remediation efforts
- Remediation engineering, security policy vCISO services & security program maturity development



Benefits

- Optimization of security assets
- Devices and systems hardening
- Improved security posture
- Security policy ensuring privacy and safety protections

Case Study – Enterprise Networking

Drive Network Transformation for a Carwash Technology Company



The Client

The client is one of the fastest growing software/hardware technology company that serves carwash retailers, processing one million transactions a day.



The Challenge

The challenge was threefold.

One: To consolidate and centralize a complex, dispersed network.

Two: To ensure PCI compliance and scalability across all locations.

Three: Manage the network with limited IT resources.



The Solution

Custom-design a single, enterprise-wide SD-WAN with policies for each specific business operation. Segment and secure PCI data and install next-gen security appliances. Develop a single dashboard for network management by a small IT team.



Benefits

With one strategic move to a centralized SD-WAN, the company centralized and simplified network management with a single dashboard, and ensured PCI compliance eliminated the risk of data breaches and cost non-compliance fees.

Case Study – Unified Communications

Communications Continuity for a Public Utility



The Client

Operating for more than 50 years, this citizen owned public utility provides electricity, water, and telecom for a town of 60,000 in the Pacific Northwest, USA.



The Challenge

To ensure communications continuity and top-of-the-line customer service, the client needed to upgrade its end-of-life, no-longer supported hard-wired communications system to one that provided modern contact center and collaboration features and mobility.



The Solution

After an exhaustive search, the Utility took the digital leap with a high availability, NEC UC solution that provides redundancy for disaster recovery, modern functionality, mobility, scalability and transparency across multiple call centers.



Benefits

The Utility improved customer service by reducing wait times and using modern messaging and automated functions. During a snow emergency, the power went down, but the phones, and customer service stayed up. IT likes the scalability and connectivity for networked locations.

Case Study – AlertWerks (IoT)

Environmental Monitoring for Taiwan Railways Administration



The Client

Taiwan Railways Administration is a Ministry of Transportation and Communications in Asia operating and maintaining more than 60 in-house data centers.



The Challenge

Replace the railway's legacy remote environmental monitoring system that included some damaged hardware and out-of-date, proprietary, customized software which tied them to using only the original supplier.



The Solution

To keep the railway's network operating without heat or humidity damage, Black Box deployed the AlertWerks Wired Monitoring System. The system was installed in 18 control rooms with the dual temperature & humidity controls, smoke detectors, and door access sensors.



Benefits

The system integrates with other devices, such as IP cameras and UPSs, for flexibility. It also provides personnel flexibility as no professional training is needed for system configuration. Managed by a GUI-enabled software program, IT administrators can easily expand or update the system.

Case Study – AV-over-IoT

Shannon Brewing Company Implements Complete AV-IoT Solution



The Client

Shannon Brewing Company is proud of their one-of-a-kind, award-winning fire-brewed beer. Made with pure Texas spring water, whole grain, and whole flower hops, the beer is sure to satisfy the palate with its rich, malt flavor.



The Challenge

The brewing company faced two challenges: enhancing the video entertainment in the customer-service area and transitioning the monitoring equipment from the analog age to the digital age in the brewing area.



The Solution

Black Box's MCX-AVoIP video matrix system combines the eleven TVs and eight media sources to be able to send any source to any TV, at any time. The AlertWerks IoT Web Gateway and LoRaWAN wireless sensors monitor temperature, humidity, water leak detection, door operation, and more.



Benefits

Debuting on Super Bowl Sunday, the brewery rolled out the AV-IoT solution from Black Box. The big game was broadcast on the video walls in the bar area and outside patio. The environmental monitoring equipment in the back room operates efficiently, maintaining the quality and taste of the beer brewed on-site.

Case Study – KVM-over-IP

FOX Sports builds Studios on Black Box Emerald KVM-over-IP Platform



The Client

FOX Sports, also referred to as Fox Sports Media Group, is the sports programming division of the Fox Corporation that is responsible for sports broadcasts carried by the Fox broadcast network, Fox Sports 1, Fox Sports 2, and the Fox Sports Radio network.



The Challenge

Customer's desire was to enable flexible IP-based signal switching and extension connecting physical and virtual systems, with studios, control rooms, and operators using a high degree of automation putting people and news at the center.



The Solution

The Black Box Emerald KVM-over-IP solution became the favored choice to deliver reliable, flexible IP-based signal switching and extension. The system connects in total 1.000 endpoints using a variety of Emerald models that meet individual requirements while working perfectly together.



Benefits

The complete Emerald solution delivered high availability and scalability, interoperability between 4K and HD, remote app, and a market-leading low bandwidth consumption for maximum expandability and flexibility.

Case Study – KVM-over-IP

Returkraft Deploys Emerald PE and Central Power Hub in a Brand-New Control Room



The Client

Returkraft recycles ordinary household and company waste and turns it into energy. Serving 23 Norwegian municipalities in Agder and Telemark, the incineration plant receives approximately 130,000 metric tonnes (143,300 tons) of residual waste per year. Returkraft recovers 63% of the energy in the waste received



The Challenge

Last June, the Returkraft plant suffered an explosion that destroyed their control room. The company was faced with the challenge of building a temporary control room to monitor and access targets in a technical room. Safety was paramount for the new control room.



The Solution

A KVM over IP solution using Emerald PE extenders connecting the systems and operators replaced the damaged equipment. The Emerald PE transmitter and receiver units are installed in the temporary control room and server room with future plans to deploy the same setup in the new installation.



Benefits

Returkraft now enjoys point-to-point KVM extension over a limited number of infrastructure cables, including power and network redundancy. The new solution extends the same number of KVM signals over a fewer number of cables.

Case Study – KVM-over-IP

Media Mobil GmbH (MMG) deploys Emerald PE Solution in OB Vans



The Client

Media Mobil GmbH (MMG) offers a wide variety of mobile production units, including Outside Broadcasting (OB) vans for recording and broadcasting of sports events, concerts, entertainment formats, or current reporting events.



The Challenge

To significantly reduce his onsite team following social distancing in the OB vans, the customer needed a bandwidth-efficient IP-based solution for moving video and control signals from equipment within on-site mobile production units to distributed production facilities via the public internet.



The Solution

The customer used Black Box Emerald KVM-over-IP (keyboard, video, mouse) technology to extend a link across the country, essentially enabling remote control over a WAN unlocking seamless collaboration in a distributed hub model.



Benefits

Enabling a reduction of the on-event team by 65%, the customer can now deliver even more sports productions in a better quality, bringing greater consistency to its broadcasts and establishing a more collaborative creative environment.

Forging Lasting Relationships Across the Business Continuum



Technology

8 of the Fortune 100
Tech Companies



Healthcare

4 of the 6
Largest Hospitals



Manufacturing

7 of the 10 Largest
Global Manufacturers



Utilities

3 of the Fortune 50
Largest US Utility Companies



Broadcasting

7 of Forbes' Top 10
US Broadcast Companies



Retail

3 of the 6 Largest
US Retailers



Hospitality

The 3 HNN Largest
Hotels in the World



Banking

6 of Forbes' 10
Largest US Banks

Client Testimonials

Signaling the Strength of our Engagements



Overall, the project was a huge success, and we've expanded on this model for other sports and the new NASCAR season. As a result, we'll be able to add more production elements into the show without adding too many more bodies on site. By expanding the use of KVM over IP technology, we're able to keep our production team safe while giving viewers at home a richer broadcast product."

Kevin Callahan, Vice President of Field Operations and Engineering, Fox Sports



Black Box was able to securely and rapidly modernize its contact center operations to meet high call volumes and support a remote workforce in the midst of COVID19. And cloud-based solutions are not just for emergencies. They offer government agencies improved flexibility and cost savings over old-school systems for the long haul."

State & Local Government Account Manager, IT software



The new KVM System integrated with the Shelf worked really well. Black Box continues to support us through our journey and ensures we're heading in the right direction. They've seen what works, and what doesn't – and that's really valuable."

Contact Center Manager, New Zealand electricity generator and retailer

Client Testimonials

Signaling the Strength of our Engagements



I would like to thank the AGC team for the support/services provided with respect to the infrastructure deployed in our premises. We really thank AGC for having trained such an excellent team having an enthusiastic attitude & we always feel nice working with them.

Yatra.com



I would like to thank the AGC team for the support/services provided with respect to the infrastructure deployed in our premises. We appreciate that AGC has such an excellent team with an enthusiastic attitude & always feel nice working with them. The engineers always provided brilliant support, especially during our VM Pro issue recently.

Fortis Escorts



Black Box has been extending great support for our Avaya development at HCL BSERV. Their team has been extremely responsive and approachable during the time of need and promptly resolved all our concerns. Their unwavering support, passion and commitment to provide excellent customer service are highly appreciated. We look forward to doing more business with Black Box.

HCL Technologies

It's A Journey **We're Proud** Of Today and **Excited For Tomorrow**



The digital landscape is constantly changing, and every change is an opportunity. The need for creating digital infrastructure is at its peak at this present hour and Black Box is well-placed to take that crusade to the next level. Being constantly relevant to changing dynamics, and innovating new possibilities in infrastructure - Networks, Data Centers, Cybersecurity — we take pride in being the backbone of technology infrastructure that enterprises of tomorrow can rely on. We continue to grow at a faster pace as we fuel and accelerate our customer's business.

Sanjeev Verma
President & CEO



Think Digital Infrastructure

THINK

BLACK BOX

Talk To Us

Solutions: +91 22 6661 7272

info.india@blackbox.com

www.blackbox.com

