

Epson projectors keep systems monitoring solution in the picture

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Kevin Inglis
GNOC Supervisor

Alcatel-Lucent Global Network Operations Centre

Alcatel-Lucent GNOC

Based in Sydney, the Alcatel-Lucent Global Networks Operations Centre (GNOC) provides 24x7 systems monitoring and management to some of Australia's most mission-critical networks.

Challenges

- Reduce operator fatigue resulting from eye-strain
- Improve reliability of the projector environment
- Achieve 100-inch wide image from a distance of only 8 feet

Solution

Four Epson EMP-6100 Projectors

Benefits

- 50 per cent reduction in lamp replacement costs
- Reduced projector maintenance requirements
- Improved image and colour quality

Providing systems monitoring and management services to some of Australia's most mission-critical networks is an around-the-clock standard within the Sydney-based Alcatel-Lucent Global Network Operations Centre (GNOC).

Reminiscent of scenes from *Apollo 13*, a team of highly skilled GNOC operators maintains a constant watch over an ever-changing series of graphs, statistics and reports that reflect the operational performance of client networks spanning the length and breadth of the country.

Fundamental to the operational efficiency of GNOC is a 200-inch wide projected image, displaying up-to-date status reports, warnings and systems information. It's a massive image, which is delivered by Epson EMP-6100 projectors, each projecting a 100-inch image from a distance of barely eight feet.

Kevin Inglis, GNOC Supervisor, comments: "Prior to introducing the EMP-6100s we had an awkward setup whereby to get such a large image projected from a short distance, the third-party projectors we were using at the time had to be set up with mirrors to reflect their images from the back wall to the front.

"With the new projectors and their short-throw capability, we can do without the mirrors and project direct to the wall from eight feet away and gain a full 100-inch projection."

Improving operator effectiveness

A major drawback of Epson projectors across virtually every application is high quality image and colour achieved by means of the advanced Epson 3LCD technology. Using a system that incorporates three high-resolution liquid crystal display (LCD) panels, Epson projectors are renowned for their crystal clear images and extended colour range.

In the Alcatel-Lucent GNOC, that ability is crucial. Inglis explains: "Our operators are viewing projected images for extended periods throughout their shifts, so the best possible image is absolutely essential. Without that, people suffer from eyestrain, become tired and, naturally enough, the quality of work suffers.

"Given that, the EMP-6100s are ideal for this environment," Inglis continues. "They project a highly focused image containing alphanumeric and graphical information that operators can read, review and absorb almost immediately; and this is crucial in this line of work."

50 per cent cost savings

Operating on a 24-by-7 basis, the GNOC environment places almost extreme pressure on its projectors, with four EMP-6100s being subjected to 12 hours on/12 hours off, 365 days a year. It's with projectors working under these conditions that Inglis has become all too accustomed to the cost of lamp replacements.

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With the EMP-6100s, though, the use of Epson Twin Optimised Reflection Lamp (E-TORL) technology represents an approximately 100 per cent improvement in projector lamp life. Where many third-party projectors utilise lamps able to withstand only 2,000 hours, the 4,000-hour rating of the E-TORL is delivering significant cost savings to GNOC.

"The first of the EMP-6100s we brought in has already been running for over 3,000 hours with no sign at all of impending lamp failure," Inglis stated. "With a 4,000 hour life on each lamp, and the E-TORLs costing no extra, we're immediately saving 50 per cent of the costs associated with what is generally the most expensive part of projector maintenance."¹

Power-on, power-off

A distinct advantage of the EMP-6100s in the Alcatel-Lucent GNOC 12 hour on/12 hour off projector setup is the combination of their Instant Off and Power On Detect features. With this combination, Inglis has configured them with auto timers, thereby automating the switchover between projectors every 12 hours.

"The ability to automate the switchover between projectors means that regardless of whether I'm in the centre or not, the load is evenly balanced between all four projectors without any operator intervention," Inglis explains. "As a result, we're able to extend the life of the units well beyond that which we've had with other brands and models."

Guaranteed support

Having already had at least ten third-party projectors fail on him over the past five years, Inglis is understandably wary of units that failed to carry full support from their manufacturers. "The three-year warranty from Epson that comes with the EMP-6100 was a definite factor in our decision to go along this path," he says.

"It demonstrates to me that Epson is highly confident of its projectors' ability to perform in high demand environments, then back it up with a long-term support commitment."

While many products that carry extended warranty periods often require a degree of coddling with a seemingly endless series of maintenance tasks, the centre's EMP-6100s are almost set-and-forget. So much so, that it was eight months before Inglis needed to clean a filter.

When there is a requirement to clean the air filter, the projector's simple maintenance design means that filter removal can be achieved in a matter of seconds, and without the need for tools. Of particular note, though, is the projector's advanced electrostatic filter, which uses static electricity to trap all dust particles regardless of their size and charge nature.

"With other projectors we've had here over the years, removing a filter for cleaning meant that I had to remove the projector from its mounting then unscrew an access panel," Inglis explains. "The EMP-6100, on the other hand, has a filter drawer that can be slid open - without needing a screwdriver - while the unit remains mounted.

"I can remove the filter, clean and replace it, then have the projector operational again without any troubles at all.

"This is a 24-hour operation that demands the most reliable and best performing tools we can get our hands on," Inglis continues. "When it comes to projectors, the EMP-6100 meets those demands!"

For more information on Epson Projectors please call 1300 361 054 and quote reference 40054.

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1. In November, 2007, the Epson EMP-6100 was replaced by the Epson EMP-6110, which features even longer lamp life by means of newly developed LCD panel technology.