REMOTE PICTURE LABS

IP-CENTRIC SERVICE & SUPPORT

Let Us Simplify the Complexities of Your Remote Collaborative Editing Workflow

In today's complex post-production environments your support team is just as important as your creative staff. The move to remote or hybrid editing workflows — a scenario in which you likely don't have engineers who can assist sitting in the next office — makes your choice of technology partner even more critical. That's where Remote Picture Labs can help.

With decades of experience in digital post-production workflows for live and scripted broadcast and cable network programming, our IP-centric service and support expertise is unmatched. We've served on the front lines of the transition to both tapeless workflows and the cloud. We've collaborated with many of the industry's technology leaders to develop a virtualized collaborative editing solution that outperforms many in-house systems. So whether your editors and producers work on-premises, at home or a hybrid of both, we've got you covered, allowing your creatives to focus on what they do best: tell stories.

Our goal is simple to articulate — get you up and running quickly, and keep you there — but tricky to execute for in-house support teams, especially when working out of a cloud-based data center rather than a machine room. At RPL we excel at troubleshooting inside and outside of the data center. Our internal tracking systems monitor key performance indicators (KPIs) on the network that let us identify and address issues before they arise. If we see values outside an acceptable range, our tech team is alerted immediately so that we can get ahead of the issue and minimize impact to our users.

IP-Centric Service & Support

System backups, performance expansion and workstation customization are transparent tasks in the RPL environment. With virtualization, we can move workstations to a new cluster in an instant. Snapshots of your entire system are regularly taken in the background, making it easy to return to a previous state, if necessary, something that's much more difficult on a local system.

If a problem proves to be with your internet provider, we'll run our own diagnostics to determine the issue. Because we can monitor the connection all the way from the data center to your editors' locations, we're able to reroute your system down an optimal path to mitigate network interruptions. We'll even move you seamlessly to a secondary provider to avoid down-time, if needed.

Strong phone support is also critical. When deadlines loom, the benefit of having someone knowledgeable answer the phone can't be over-stated. It's all part of the added value you get when you work with RPL.

With so much on the line, worrying about service and support is the last thing you need. Talk to the professionals at RPL to find out just how stress-free your next project can be.

KPI Monitoring
We'll identify and fix issues before they pose a threat to your project

Network Diagnostics
We'll monitor your ISP connection from the data center to your workstation

System Snapshots
We'll return your system effortlessly to a previous state, if necessary

24/7 Phone Support
Our knowledgeable technicians are available every hour of every day

Based in Burbank, Calif., Remote Picture Labs is a joint venture between Creative Mobile Solutions, the Emmy Award-winning developer of tapeless environments for live events and studio shows, and J/KAM Digital, a provider of innovative editing and shared storage solutions for more than 25 years. RPL is focused on providing media companies and tier-one sports organizations with high-performance remote collaborative editing solutions over private cloud infrastructure.

Discover the RPL difference!

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