



The fastest way to **connect, visualize** and **control** OT networks and critical infrastructure.

Case Study

HOW TOSI HELPS THE SHOW GO ON

TAIT Supports Global Productions with Real-Time Visibility



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We can now receive proactive, real-time alerts from our automation systems, enabling our teams to understand connectivity options and respond to issues before the client even notices.

David Greatrex
Director of Technology for Site Delivery
TAIT

THE CHALLENGE: MISSION-CRITICAL SUPPORT ON THE MOVE

TAIT partners with artists, brands, and institutions to bring culture-defining, never-before-seen experiences to life. As a leader in entertainment automation for live shows, theme parks, and marine vessels, TAIT needed reliable, easy connectivity to their project sites for technical support, software updates, and more.

While TAIT supports fixed venues, they also support cruise ships clients that could potentially face additional challenges like limited and low connectivity. Touring shows are another market that often requires quick reliable remote support as timelines for getting a show setup are often quite tight. Tosi allows remote teams to focus on troubleshooting and potential problems, freeing up onsite staff to continue to focus on getting the show ready.

THE SOLUTION: SECURE, REMOTE ACCESS WITH VISIBILITY AND CONTROL

TAIT adopted the Tosi Platform to enable anyone from product engineers to technical triage staff to remotely connect for technical troubleshooting and support. The platform also allows TAIT to work with any type of internet connection and still provides safe, secure access.

Using the Tosi Platform, composed of Tosi Control, Hub, Clients and 200+ Tosi Gateways, the team of experts at TAIT headquarters and in satellite offices can:

- Address issues, even **minutes before a show**, without overwhelming the onsite staff
- Proactively **address potential issues** by looking at data coming back from the venue
- **Receive alerts** from the automation system that something has gone wrong
- Understand what options they have to connect based on the ability to **see which Tosi Gateways are online**

KEY BUSINESS BENEFITS

- **Visibility:** The ability to monitor multiple shows at once to see which Tosi Gateways and sites are online, and which devices can be used.
- **Global Scalability:** Over 200 active Tosi Gateways enable TAIT to monitor shows and installations around the world.
- **Secure Access:** Integration with the TAIT's SSO system ensures company-wide security.
- **Proactive Response:** TAIT's experts at their global headquarters gather data to address potential issues before they happen.
- **Proven Reliability:** Tosi enables TAIT to connect, find a problem, diagnose it, and work with the teams onsite to resolve it just in time to have the show go on.



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