LUMITRIX

Project Management 1.0

This manual will help you sell & deliver projection-mapping projects

Thank you

for choosing Lumitrix technology to stand behind you.

This document is a complete process management tool in the field of projection-mapping. It addresses all key factors of a successful project and reveals its dependencies in relation to the project time-line. With Lumitrix personal support, you will get through all steps easily and your customer will get amazing, functional and reliable audio-visual experience as a result.

LUMITRIX

All you need is light

Your task is to continuously coordinate the whole journey

DISCOVER

Ask your client the right questions

DESIGN

Propose a solid solution

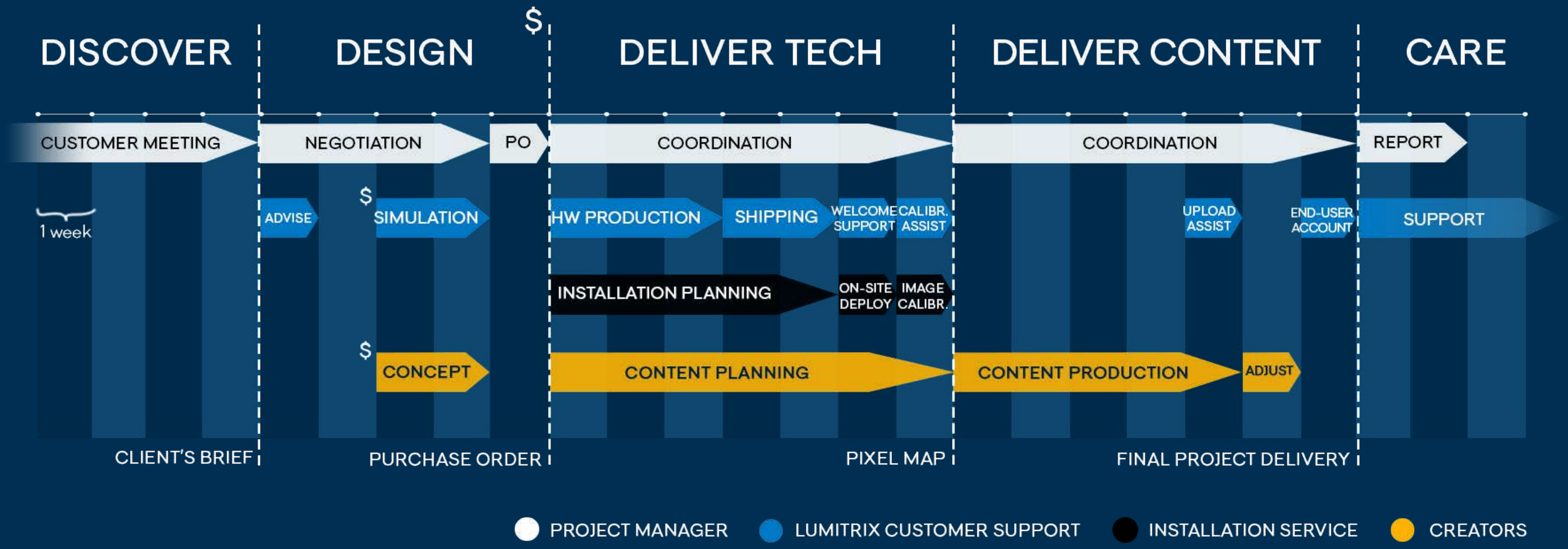
DELIVER

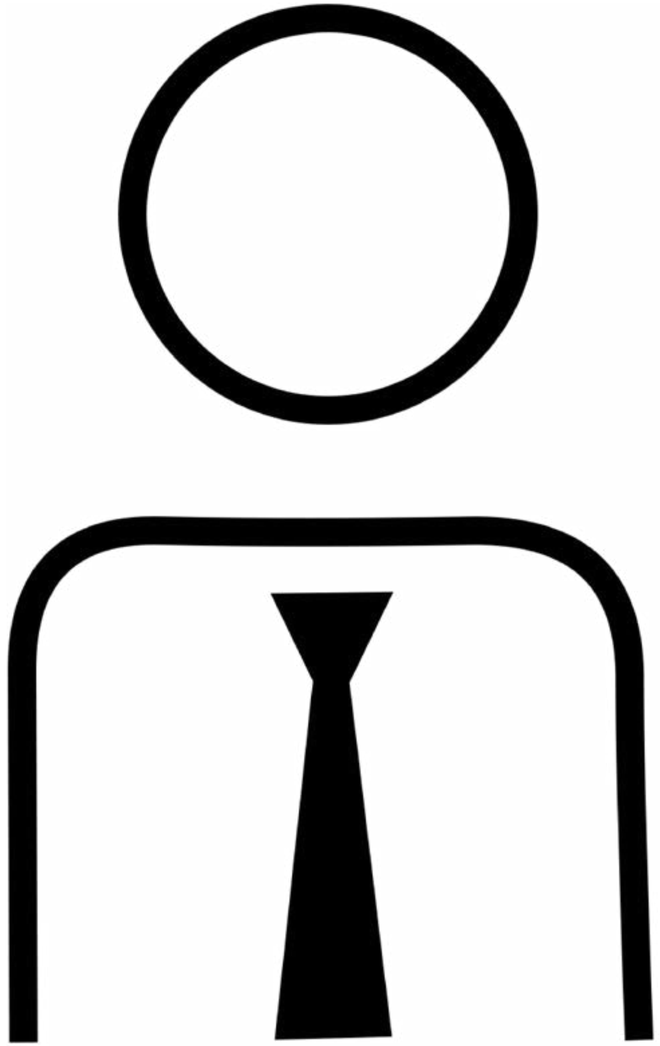
Turn the proposal into reality

CARE

Make sure it works

TIP Navigate the map by clicking on selected process





PROJECT MANAGER

You manage the team of three specialists

	Name	Email
		@
Lumitrix Support		@
Installer (3rd party)		@
Creator (3rd party)		@

Hi, I am your projection-mapping expert. How can I help you?

MEETING WITH CUSTOMER

OUT

- Client's Brief
- Illuminated Object Geometry

← NEGOTIATION & PRICE OFFER

4 weeks

1. Design an appropriate projection-mapping solution for your customer
2. Give it a pricetag
3. Sell

Scope: What exactly will you deliver?
Timeline: When will you deliver?
Price: How much will it cost?

IN

- Client's Brief
- Illuminated Object Geometry

OUT

- Price Offer
- Purchase Order & Payment
- Service Licence Agreement

Coordinate the work of your team.

← COORDINATION / TECH

IN

- Purchase Order & Payment

OUT

- Projection System Operational

Coordinate the work of your team.

← COORDINATION / CONTENT

IN

- Projection System Operational

OUT

- Adjusted Content Operational

Let us know, how did it go. Your feedback helps us improve products & services.

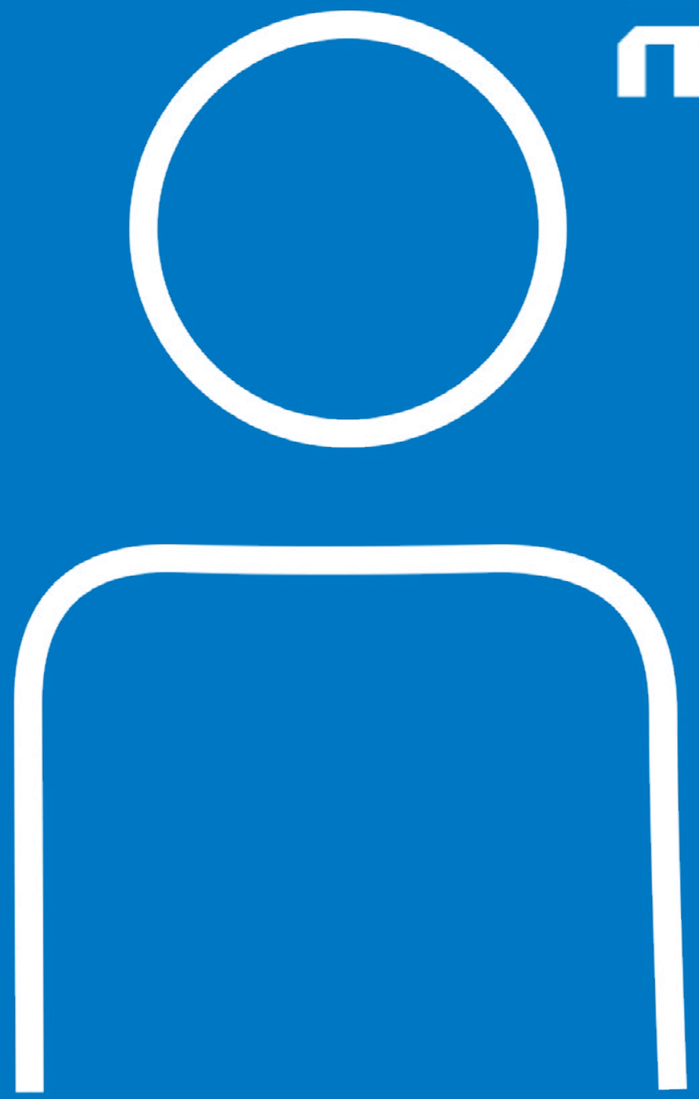
FINAL REPORT

IN

- Client's Feedback

OUT

- Final Report Document



Lumitrix customer support

cs@lumitrix.net

We want to make sure your experience with Lumitrix products and its integration will be effective and streamlined. Therefore, we offer following services to help you handle all stages of the project, from first design sketch to the complete project delivery.

EXPERT ADVISE

Send us information and data and we will offer a timeslot for a video - call to discuss your project with Lumitrix professionals.

Free of charge

IN

- Client's Brief
- Illuminated Object Geometry

OUT

- Expert Advise

SIMULATION

2 weeks

Project Simulation is a design consultancy service resulting in the Simulation Document. It contains a 3D model of the Illuminated Object with Lumitrix projectors. The Project Simulation tool helps estimate projection screen properties, such as The Illuminance and helps calculate hardware costs.

Project Simulation cost ..... € 500 - € 2000, depending on project complexity

IN

- Client's Brief
- Illuminated Object Geometry

OUT

- Simulation Document

HARDWARE PRODUCTION

3 weeks

We build and configure projection-mapping hardware for your project. We need to know user details so that we can create correct user accounts. We start production once we receive the Purchase Order and payment for products.

IN

- [ ] Purchase Order & Payment
- [ ] User Details

OUT

- [ ] Package ready for shipping

We offer shipping services through our global shipping partners (DHL)

SHIPPING

2 weeks

IN

- [ ] Shipping Details

OUT

- [ ] Hardware in destination

WELCOME SUPPORT

1 day

An introduction video-call session (up to 1 hour) is available for Lumitrix customers. We recommend scheduling this call once your hardware has arrived - we may help your technician set-it-up for the first time and answer any questions that may appear on the way.

Free of charge

IN

- Hardware in destination

OUT

- Technology Understood

CALIBRATION ASSIST

1 day

In case your project contains more than one projector (2+) and in case you want to merge this group of projectors into a single seamless screen, the Image Calibration needs to be performed. This process contains a few calibration sub-steps (scanning, edge-blending, grid aligning and device grouping). The Image Calibration process has to be performed in darkness and once the projectors are installed in their final position. Lumitrix Customer Service (video-call) will help your Installation Service Team complete the Image Calibration.

1 hour Calibration Assist is included with each Lumitrix projector free of charge, else, Calibration Assist cost ..... € 50 per hour

IN

- ☐ Hardware On - line
- ☐ Projectors in final position

OUT

- ☐ Calibrated Image
- ☐ Pixel Map

UPLOAD ASSIST

1 day

Once Creators are done producing the Media Content (final video), they need to upload the results into Lumitrix projectors. The may not be familiar with the Lumiverse User Interface and may not know, how to upload the files correctly. In such case your Content Creators may drop the finalized media to a Google Drive folder (or similar), and Lumitrix Customer Support will take care of it's correct transfer to Lumiverse.

Upload Assistance cost ..... € 50 per hour

IN

- Media Content Files

OUT

- Content in Lumiverse

END - USER ACCOUNTS

1 day

In some cases, you may need to hand over the rights to control and manage the projection system to your end-customer. For example, in a restaurant waiters may need to access the controller. For that purpose, new Lumiverse account with desired user rights will be created.

End-User Accounts cost ..... € 25 per account (first 2 accounts per device free of charge)

IN

- End - User Details

OUT

- End - User Accounts

SUPPORT & SLA

Lumitrix offers superior quality, however, even the best products may malfunction in some cases. When things break down and don't work the way they should, Lumitrix Customer Support is at your service and will fix the system for you remotely. In case remote fix is not possible (extremely rare) you may need to send your Lumitrix devices to the closest service point.

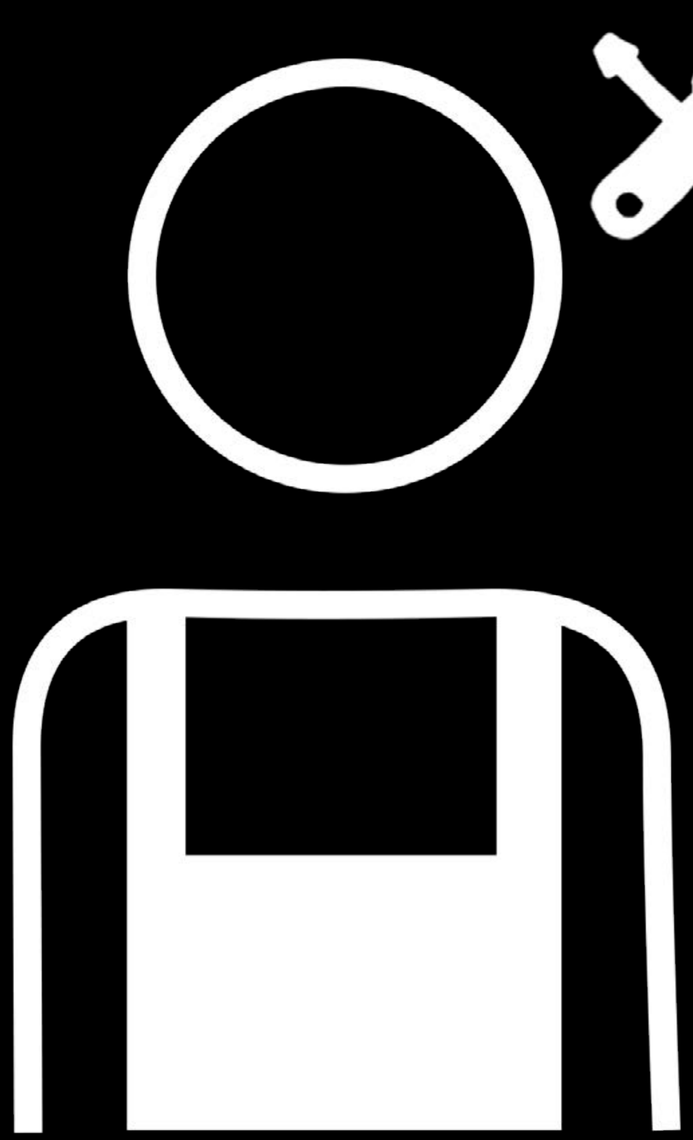
The technical support is available free of charge as long as the Lumiverse licence fees (SLA) are paid-up.

IN

- Service Licence Agreement

OUT

- Guaranteed System Operation



INSTALLATION SERVICE

Perfection is hidden in details. We recommend Lumitrix Certified Installers (3rd party service), whose task is to manage the technical aspects of projection-mapping deployment.

INSTALLATION PLANNING

The installation team needs to prepare for on-site deploy work. Electricity, Internet, Attachment Points, Cableworks - The Site Plan provides answers to all technical questions and enables smooth cooperation between Installation Service and other professionals involved, such as electricians, architects, heavy lift service etc.

IN

- Simulation Document
- Client's Brief

OUT

- Site Plan

ON - SITE DEPLOY

1 day

Installing projectors to target locations. Installers make sure devices are connected to electricity and internet. Projected image is positioned correctly on the Illuminated Object. Projectors are firmly secured in their final positions.

IN

- [ ] Hardware in destination
- [ ] Site Plan

OUT

- [ ] Hardware On - line
- [ ] Projectors in final position

IMAGE CALIBRATION

1 day

In case your project contains more than one projector (2+) and in case you want to merge this group of projectors into a single seamless screen, the Image Calibration needs to be performed. This process contains a few calibration sub-steps (scanning, edge-blending, grid aligning and device grouping). The Image Calibration process has to be performed in darkness and once the projectors are installed in their final position. Lumitrix Customer Service may help your Installers complete the Image Calibration. Pixel Map (also known as project scan or animation mask) is created and hand over to Creator.

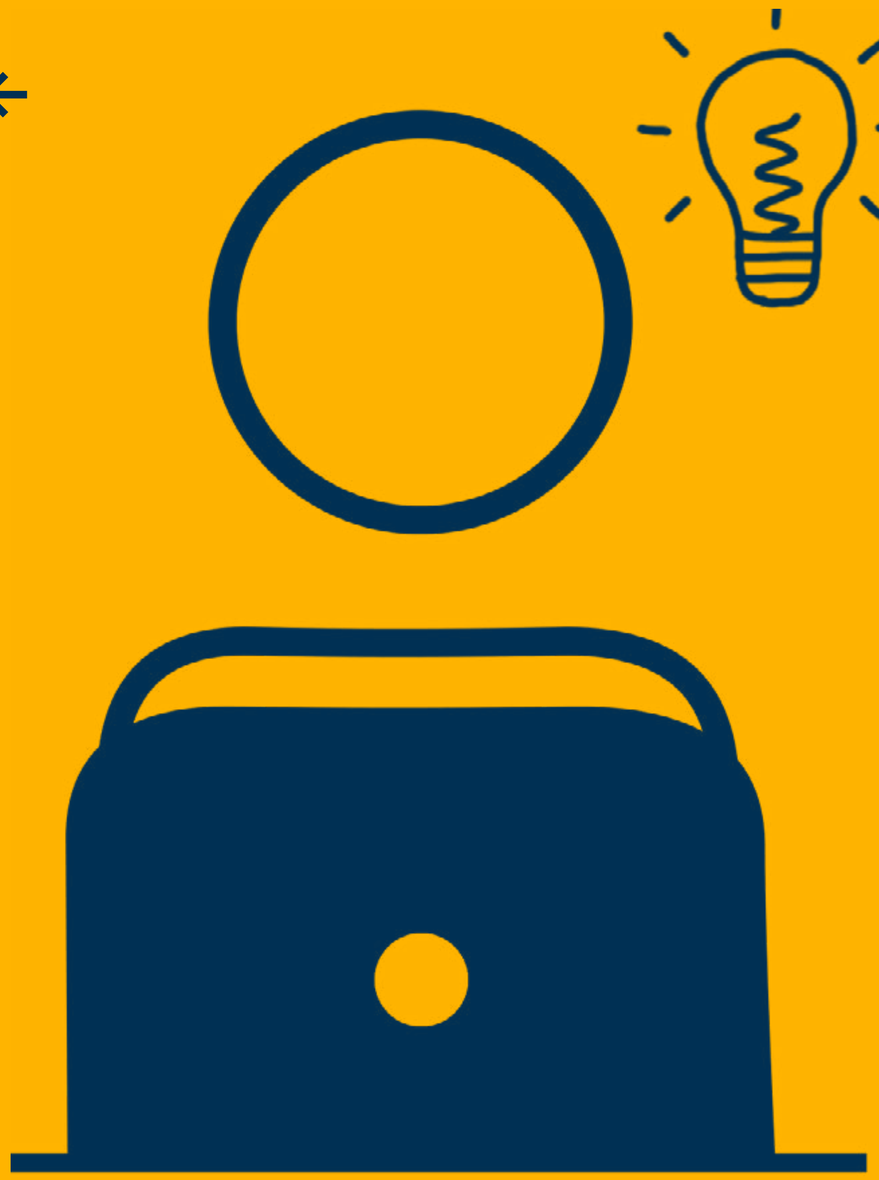
IN

- Hardware On - line
- Projectors in final position

OUT

- Calibrated Image
- Pixel Map

Assistance Available



CREATORS

Who brings your projection-mapping tech to live? Creative minds. Visual gurus. A good creator of projection-mapping content is a skilled video-artist, motion designer and a visual astoryteller. Creators compose the content in video editing software such as Adobe CS After Effects. Creators use 3D rendering software such as Cinema 4D for creating immersive 3D mapping effects.

CONCEPT

2 weeks

You may hire creators to develop visual concepts for your projects. A few-pager.pdf including graphic ideas and visual sketches may help you convince the customer to buy the project.

Within the concept phase, we recommend negotiation a total price for the Creators complete project work and including this price into the final price offer for your customer.

IN

- Client's Brief
- Illuminated Object Geometry

OUT

- Concept Presentation
- Price Offer

← CONTENT PLANNING

Once the Concept is approved and the Project Cotntract is signed, the scope, budget and time-line is clear.

Creator allocates team members and plan the production. In the content planning phase, the Concept Idea is transformed into a storyboard and into a detailed time plan. Creator's team is organized and ready to start the production work. You may discuss the storyboard with your customer to get feedback & approval.

IN

- Approved Concept

OUT

- Storyboard, Moodboard
- Time plan

CONTENT PRODUCTION

2 - 8 weeks

Creator gets the Pixel Map (result of Image Calibration) and starts producing the content. When the final content is ready, Creator uploads this output tu Lumiverse. If the project contains multiple screens or multiple scenes, Creator uses Lumiverse interface to organize the content accordingly.

IN

- [ ] Pixel Map
- [ ] Approved Storyboard

OUT

- [ ] Content in Lumiverse

Assistance Available

ADJUST

3 days

Mapping content production is a complex work and creators are only humans.
An an unseen error might easily slip through the process and make it to the final content file. This error may pop-up when you see the final content on-site in full size.
The Adjust Process is here to fix this error, which means rendering and uploading the adjusted content with error removed.

IN

- Client's Feedback

OUT

- Adjust Uploaded to Lumiverse

LUMITRIX

CLIENT'S BRIEF

Go to parent process

Client's Name	
Country	
Project name	
Key Objective	
Message to Creator	
Legal Constraints	
Projection System Operational Deadline	
Adjusted Content Operational Deadline	
Project Manager / name and e-mail	@
Lumitrix Sales Representative / e-mail	@

ILLUMINATED OBJECT GEOMETRY

Go to parent process

Google Map Link

Full Adress

Set of Photographs

Send a folder with photographs of the illuminated object.
We recommend makind the set of photographs as described on this link. We will use it make a 3D model for Simulation.

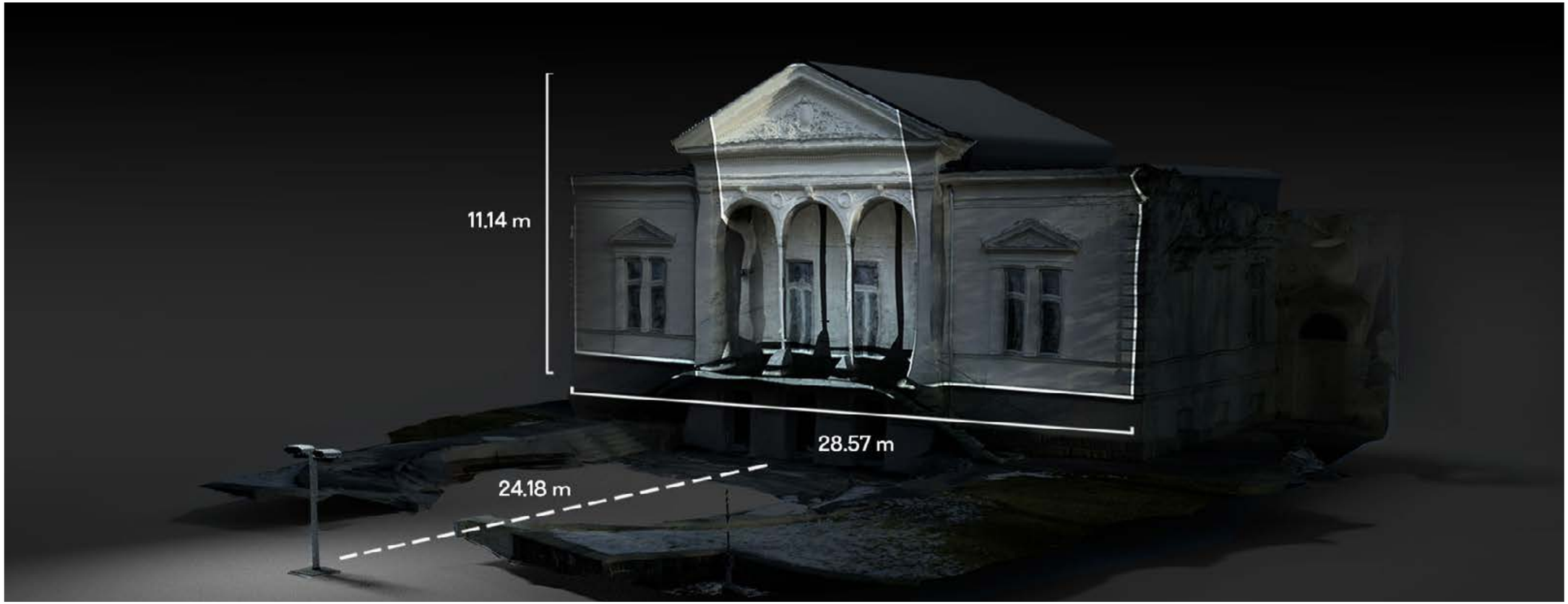
Overall Photograph with Dimensions

Send us a photo of the Illuminated Object with highlighted Projection Area and its dimensions. There might be restrictions regarding positioning projectors on-site. Try to suggest optimal place for projectors and measure the distance between the proposed Projector Place and the Illuminated Object.

SIMULATION DOCUMENT

Go to parent process

Illuminance	35 lx
Projection Screen Width	28 m
Projection Screen Height	11 m
Projection Distance	24 m
Native Image Resolution	2940 x 1080 px



PRICE OFFER

Go to parent process

Project Scope		
Project Timeline		
Project Management		Price:
Lumitrix Hardware		Price:
Installation Service		Price:
Content Creation Service		Price:
		TOTAL:
		Service Licence Agreement (Annual):

PURCHASE ORDER

Go to parent process

Request the official Purchase Order document from your Lumitrix Sales Representative. For Purchase Order example click here.

Lumitrix Hardware:

Lumitrix Services:

Lumitrix Sales Representative:

Name:

Tel.:

Email: @

Purchasing Comp.:

Address:

Delivery Address:

Contact person:

Name:

Tel.:

Email: @

VAT number:

Reg. number:

Incontems:

Signature:

Date:

Payment conditions:

Printed name:

USER DETAILS

Go to parent process

Fill in the data so that we can assign the hardware to the correct user and so that we can configure the hardware radio according to the national law. We can't ship the hardware without this information.

User Company Name (login): ☐ (type-in the name of the company or city name, depending on who is the buyer)

Geographic destination of use: ☐ (type-in the country of the final destination of use, regardless of who is the buyer. We need this information to insrtall correct wireless radio according to national regulations and to provide correct electricity plug)

Planned Internet connection for Lumitrix devices:

- ☐ Cable
- ☐ SIM
- ☐ I don't know

In case you want more devices to project a seamless image, type-in the desired group name: ☐

In case you bought Lumibox units, does your project require touchless triggers interactivity? ☐ YES ☐ NO

SHIPPING DETAILS

Go to parent process

Delivery Address

Contact person for delivery process

Name:

Tel.:

Email: @

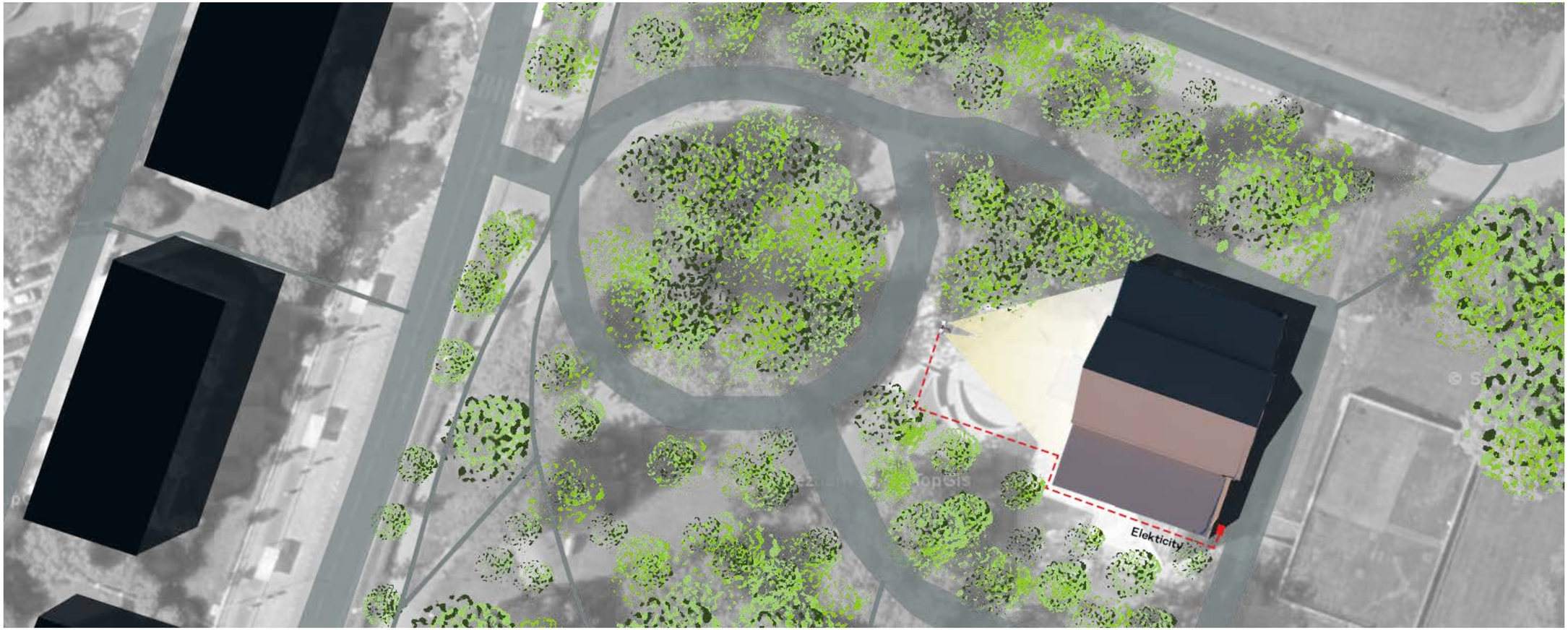
Final geographic destination of use

Other documents or certifications

SITE PLAN

Go to parent process

The Site Plan provides answers to all technical questions and enables smooth cooperation between Installation Service and other professionals involved, such as electricians, architects, heavy lift service etc.



PROJECTORS IN FINAL POSITION

Go to parent process

Projected image is positioned correctly on the Illuminated Object. Projectors are firmly secured in their final positions.

CALIBRATED IMAGE

Go to parent process

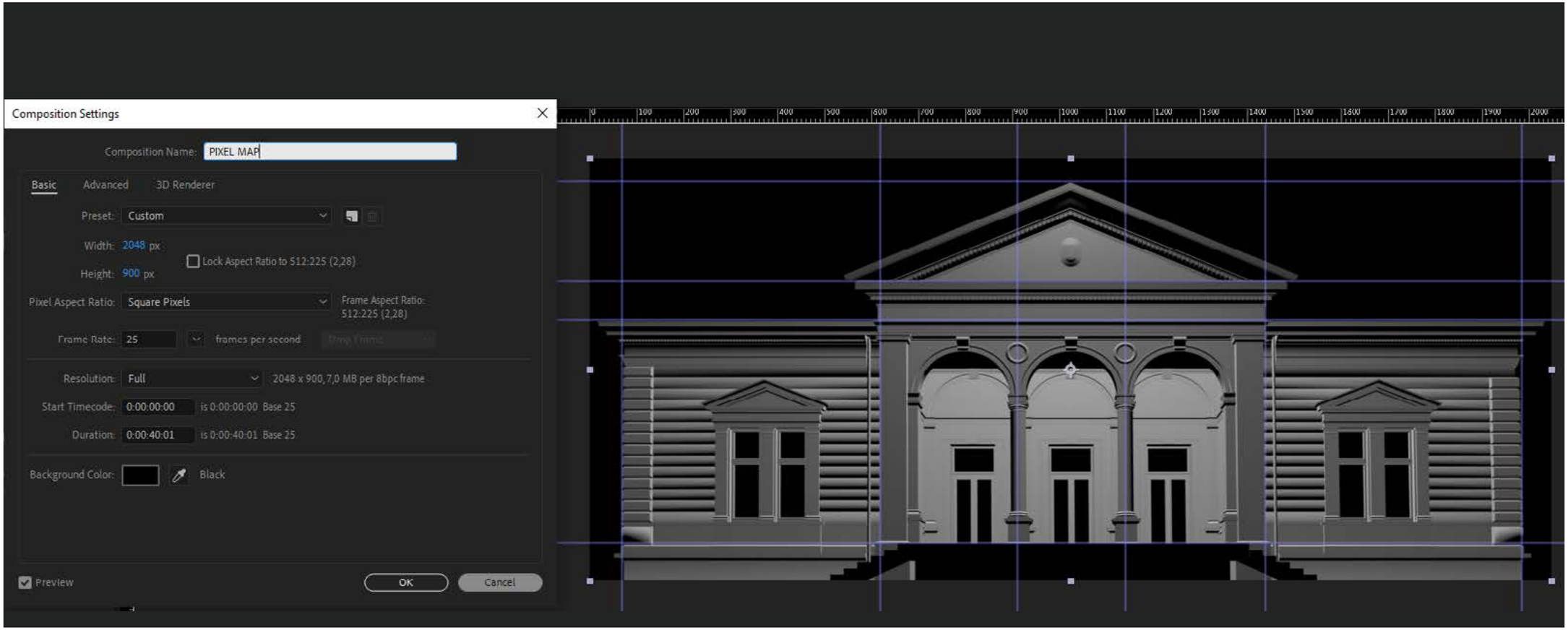
The Result of The Image Calibration process is a seamless image. The image is precisely mapped on the Illumianted Object. Lumitrix Customer Support may help your Installers complete the Image Calibration. Pixel Map (also known as project scan or animation mask) is created and hand over to Creator.

PIXEL MAP

Go to parent process

In case you hire a Creative Service to produce projection-mapping content for your projection screen, they will need the Pixel Map (also known as project scan or animation mask) to start the process. Imagine Pixel Map as a special image of the illuminated object, which is used as a template / background for the content creation.

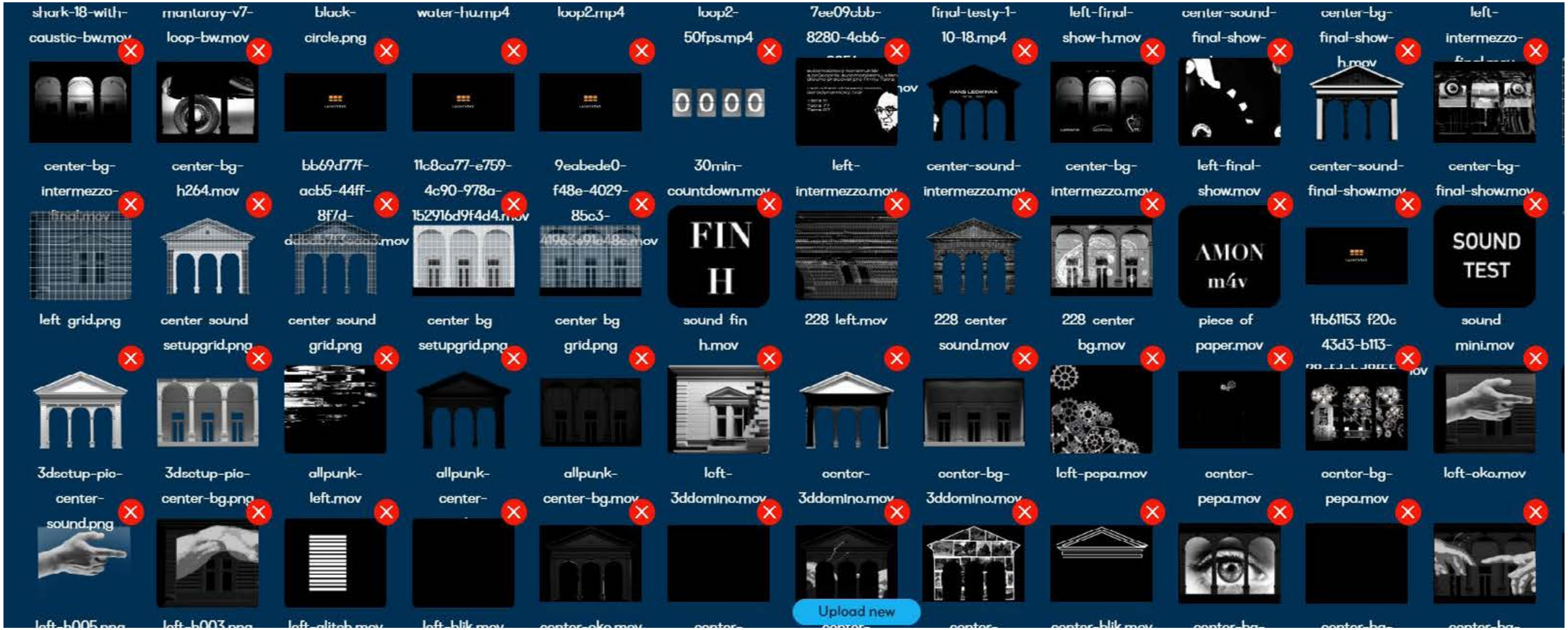
*Pixel map is not needed in projects, where simple ‚light design - like“ content made out of video-loops is designed via Lumiverse app on-site



UPLOAD TO LUMIVERSE

Go to parent process

Lumiverse is a web-based interface for managing content in Lumitrix projectors. The final content needs to be uploaded into Lumitrix projectors via this interface. Learn more about the Lumiverse interface here.



END - USER DETAILS

Go to parent process

In some cases, you may need to hand over the rights to control and manage the projection system to your end-customer. For example, in a restaurant waiters may need to access the controller. For that purpose, new Lumiverse account with desired user rights will be created.
The end-user account may be created with 2 different levels of rights. The account with full access enables user to access all functions of the system. The restricted account enables user to use the system and will not allow the user to access areas, where they can do unintented damage to system configuration. We recommend providing full access only to well trained experts. The restricted access is a better choice for the restaurant waiter.

Name:		Controlled devices or groups:	Full access	Restricted
Login 1	(example: Operator)		☐	☐
Login 2	(example: Staff)		☐	☐
Login 3	(example: etc.)		☐	☐

FINAL REPORT DOCUMENT

Go to parent process

Send us photo / video of the final project to cs@lumitrix.net

Country

Project name

Your client's words after seeing the final result

Would you use Lumitrix tech again ? Why ?

	very bad				very good
Creators Service Quality	○	○	○	○	○
Installation Service Quality	○	○	○	○	○
Lumitrix Support Quality	○	○	○	○	○

Anything else?

SERVICE LICENCE AGREEMENT

Go to parent process

There are two levels of SLA available for Lumitrix customers

1. Cloud Services for Lumiverse app (mandatory)
Covers server infrastrucuture costs.

2. With Tech Support (optional)
Lumitrix Tech Support will respond personally to client's requests