



PRESS RELEASE

Liège-Barchon (Belgium) & Barcelona (Spain) – 16 June 2025

CinemaNext Launches NextSuite Ticketing Tool and Installed Base at CineEurope 2025

Liège-Barchon (Belgium) & Barcelona (Spain) – 16 June 2025/ CinemaNext, the EMEA & US leader in cinema innovation, today announced the launch of NextSuite Ticketing Tool at CineEurope 2025 in Barcelona, delivering smart software solutions specifically designed to meet the monitoring, management, and issue-tracking needs of cinema chains' technical teams.

The first release in the NextSuite collection, the Ticketing Tool and Installed Base addresses a critical operational challenge by streamlining how technical teams keep their equipment database updated and handle incidents and service requests, ensuring nothing gets lost, delayed, or overlooked across multi-site operations. The NextSuite is a TMS-agnostic tool that can be used even by customers who have no service contract with CinemaNext.

"Technical teams managing multiple cinema locations face an increasingly complex challenge in tracking and resolving equipment issues efficiently, as well as keeping the projector, server and processor database up to date," noted Araceli Vaello, VP Solutions at CinemaNext. "The NextSuite Ticketing Tool and Installed Base transforms this challenge into a competitive advantage by providing cinema-specific functionality that many other databases and ticketing systems simply cannot match. Our customers can now create comprehensive incident reports in under one minute, whilst maintaining complete visibility across their entire operation and installed base."

The tool features smart device selection capabilities that utilise a pre-installed database to display only equipment installed at each specific cinema location, eliminating time-wasting searches through irrelevant device lists. Each issue receives a unique ticket ID for clear traceability, with sophisticated prioritisation and team assignment features ensuring urgent matters receive immediate attention.

Vicente Soriano, CTO of CinemaNext Solutions, emphasised the system's operational efficiency: "What sets the NextSuite Ticketing Tool apart is its cinema-focused design philosophy, reflecting our long history in the cinema business. Technical teams can keep their device database easily updated and filter and track tickets by cinema, auditorium, equipment, priority level, status, or assigned service team through a single, intuitive interface. Tickets can also be easily assigned among the technical service team members or escalated to other teams. The ability to attach photos, PDFs, and other documentation directly to tickets creates a record that enhances both immediate response and long-term maintenance planning."

Key capabilities include comprehensive status monitoring from ticket creation to closure, internal communication features for seamless team collaboration, ticket assignment to different team members, escalation and intelligent filtering systems that enable rapid identification of issues by location, equipment type, or urgency level.

"Modern cinema operations demand precision, speed, and accountability in technical support," added Vaello. "The NextSuite Ticketing Tool and Install Base delivers all three whilst integrating seamlessly with existing operational workflows. This isn't just about managing problems more efficiently – it's about preventing small issues from becoming major disruptions that affect the customer experience and impact revenue."



The NextSuite Ticketing Tool and Installed Base represents the first in a planned series of specialised software solutions designed specifically for cinema technical operations, with additional tools in development to address the evolving needs of modern exhibition environments.

The NextSuite Ticketing Tool is available for demonstration at CinemaNext's CineEurope stand, with commercial availability beginning immediately following the event.

ABOUT CINEMANEXT

CinemaNext is the largest cinema exhibition services company in EMEA and North America, providing smart, comprehensive solutions across the board, from projection equipment, audio systems, central systems, premium cinema solutions, cinema outfitting, content management, 3D projection systems & glasses, TMS, digital signage, screens to consulting services. Clients enjoy the highest level of reliability and lowest cost of ownership through our various services: consulting, design & project management, equipment sales and financing, installation, maintenance, support (NOC), online monitoring, content management, spare and consumables, service agreements and supply chain & logistics. 13,000 screens have been installed by our technicians to date. 9,500 screens in Europe currently avail of service contracts with our company. CinemaNext's main office is located in Liège-Blegny (Belgium). Regional offices can be found in 23 countries across Europe, Africa, the Middle East and North America. For more information, please connect to <https://www.cinemanext.com>.

Media Contacts:

Alexandra Body, alexandra.body@cinemanext.com, +33 6 46 90 34 48

Patrick von Sychowski, patrick.vonsychowski@cinemanext.com, +44 7908 996616

Source: CinemaNext SA