

Professional Services

What is Professional Services?

Professional Services is an ADI service that helps integrators complete projects more efficiently. Professional Services offers a wide range of solutions, including system design, connection drawings, programming, UI development, and more. You can purchase these services through the ADI website after meeting with the Professional Services team and discussing your project needs.

How Do I Get Started?

To get started, email ProServices@adiglobal.com with relevant project details, including the scope, room information, and any related drawings or photos. You should also copy your ADI sales representative or sales engineer on the email.

Following your initial outreach, you will receive a meeting invite from an ADI System Design Engineer (SDE). During this meeting, the SDE will gather additional project details and guide you through the full process as described below.

How Does Professional Services Work?

1. You must email ProServices@adiglobal.com to get started. An ADI System Design Engineer (SDE) will reach out to you with a meeting invitation.
2. You will meet with the SDE to review the project scope and your customer's expectations. During this stage, the SDE will also introduce everything Professional Services has to offer, the full process, and terms and conditions.
3. The SDE will develop a Rough Order of Magnitude (ROM) estimate that includes a Bill of Materials (BOM) and any project information you provided during your first meeting. This estimate is intended for budgeting purposes only and does not represent the final project cost.
4. The SDE will work with you to define the service(s) you need. The service(s) will be added to the BOM as line items you need to purchase through the ADI website.
5. Once you and your customer are ready to move forward with the ROM estimate, the SDE will conduct a final project review with you to finalize the system design and BOM. This is a great time to inform the SDE of any project changes you may have, so the SDE can update the number of labor hours needed to complete the service(s). The SDE will then provide you with the finalized BOM that will include notes defining the scope of each service you will need to purchase.
6. You will need to purchase the service(s) through the ADI website and include the project identifier that the SDE will provide in the PO field and the Reference # field.

After purchasing the SKUs, you must email ProServices@adiglobal.com with the following:

- The order confirmation PDF showing the service SKU quantities (total hours)
- The system design (Bill of Materials) with any project scope notes provided by the SDE
- The system line drawings that have been reviewed and approved by the SDE

Once you have purchased the service(s) and emailed the team, you will need to schedule a meeting with the SDE to review the project timeline.

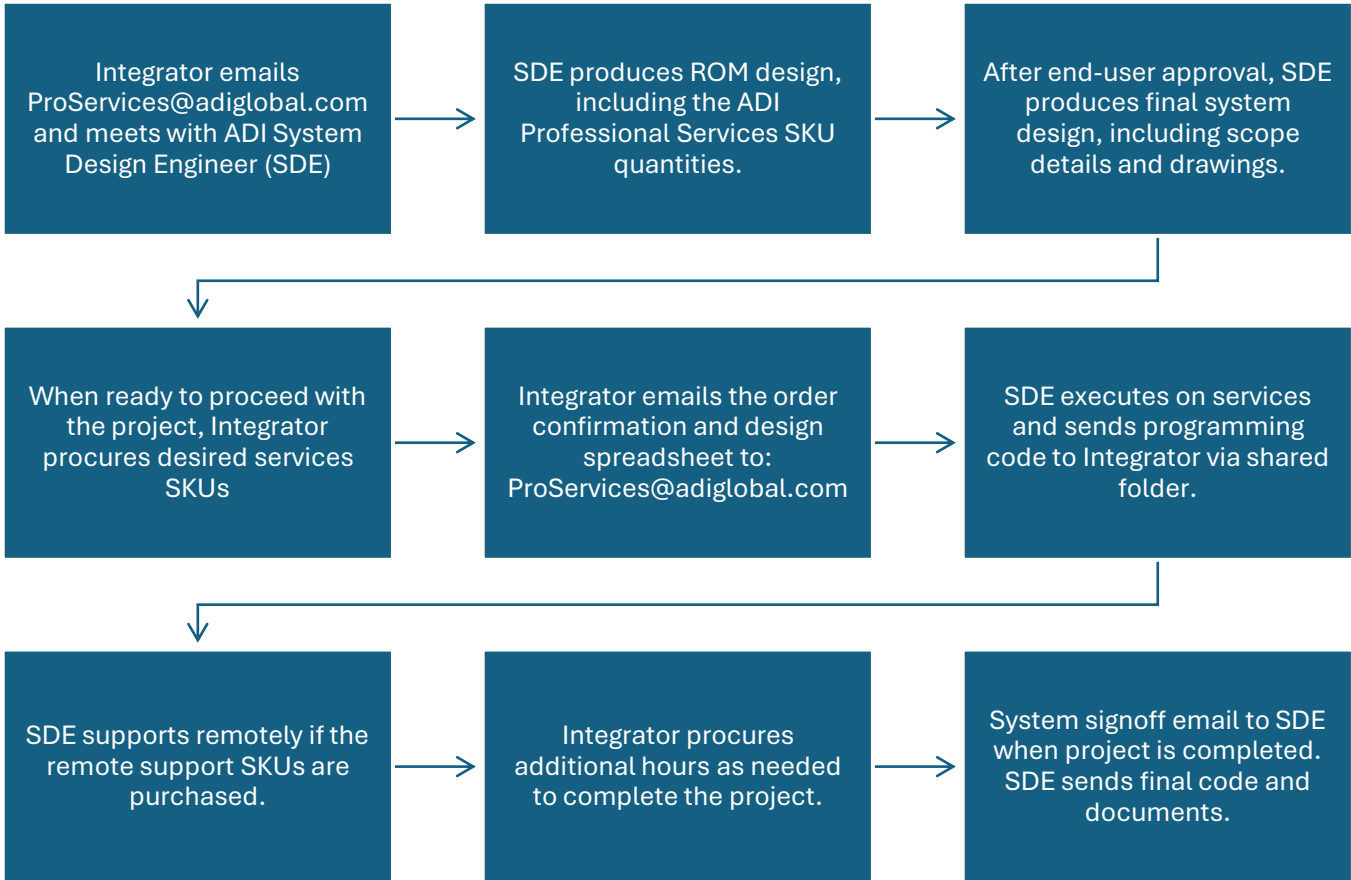
7. The SDE will execute the defined scope of work based on the BOM, system line drawings, and agreed-upon service details.
8. If the project scope changes or additional time is required beyond the original estimate, you will need to purchase additional labor hours through the ADI website.
9. Once the system is complete, you must notify the Professional Services team via email at ProServices@adiglobal.com. The SDE will provide the final software code files and close out the project. At this stage, all labor hours you purchased are considered fully used and cannot be applied to future projects.

Important Considerations

Before getting started, review the following guidelines to ensure you have a clear understanding of roles, responsibilities, and how services are delivered:

- Professional Services is not responsible for the successful completion of your project
- The Professional Services team does not interact with your customer, and you are solely responsible for managing the relationship with your customer.
- Professional Services does not include equipment integration. All physical installation and hardware integration must be completed by you.
- Each project is assigned to a unique project identifier code. This code must be used to track the project and included in the PO field when you purchase the service(s) on the ADI website.
- Labor hours are estimated based on your project at the time of design. If additional time is required, you must purchase additional hours or complete the remaining programming independently.
- Labor hours are allocated to a specific project and do not carry over. Any unused hours cannot be transferred or applied to other projects.
- Professional Services is currently available to ADI U.S. customers only.
- Terms and conditions can be found [here](#).

Process Flowchart



Terms and Conditions

1. Overview

These Terms and Conditions govern the use of Professional Services (“Services”). By purchasing or utilizing these Services, the integrator agrees to the terms outlined in this document.

2. Scope of Responsibility

ADI is not responsible for the successful completion of the project. Successful completion of the project is the sole responsibility of the integrator. ADI Professional Services is a supplemental service designed to assist the integrator with the design and software programming of the equipment, but it remains the integrator's responsibility to deliver a properly functioning system to the end user and manage the end user's expectations.

ADI does not interact with the end user. The end user relationship is the sole responsibility of the integrator.

Professional Services is NOT an equipment integration service. ADI does not provide physical integration of hardware devices or install any physical products.

ADI is only responsible for delivering the scope of the SKUs as defined by the system line drawings and Bill of Materials (BOM) line items and notes.

3. Service Structure and Hours

Professional Services SKUs represent hours of work performed by the Systems Design Engineer (SDE). These hours are pre-purchased by the integrator, and the number of hours is tracked by the SDE using a time tracking tool. The original estimated hours are estimates based on what was known during the design phase. Additional hours may be needed and must be purchased by the integrator to continue the service and/or complete the project.

Professional Services hours are purchased for the specific project design and do not carry over to other projects. Any unused hours cannot be applied to other projects.

4. Time Tracking

Professional Services time tracking is tracked by the SDE in the system BOM spreadsheet tab. Time is tracked with a start time, end time, date, and associated SKU. Each entry has a

30-minute (0.5 hour) minimum. Each entry is rounded up or down in 0.5-hour intervals: 0-14 minutes is rounded down; 15-29 minutes is rounded up to 30 minutes.

5. Project Completion and Future Work

Upon project completion, the integrator is required to notify the Professional Services SDE that the project is complete. Any programming changes in the future will require additional programming hours to be purchased. The source control code will be loaded onto the control system processor so that the integrator has access to it and can modify as needed.

6. Integrator's Responsibility

It is the integrator's responsibility to manage the jobsite and complete physical equipment installation before loading and testing the control code. The integrator is responsible for loading the code into the system equipment and troubleshooting the physical connections of the devices to make the system functional. If the system equipment is not 100% installed and connected per the System Line Drawings, additional hours may be required to perform the programming and will result in additional hours needing to be purchased to complete the project.

7. Additional Hours and Project Closure

If the original number of hours that were designed into the project are not adequate to complete the project, the integrator must purchase additional hours to continue the service. If the integrator elects not to do this, then the project files will be sent to the integrator and the project will be closed, allowing the integrator to complete the project programming on their own.

8. Eligibility

This service is only available for ADI U.S. customers.

9. Acceptance of Terms

By purchasing or using Professional Services, the integrator acknowledges and agrees to these Terms and Conditions in full.