



TRIDIUM

PROFESSIONAL SERVICES

Simply put, we exist to help our customers
optimize the advantages of Niagara



Master What's Under the Surface of Niagara

TRIDIUM
PROFESSIONAL
SERVICES

Why Choose Us?

The industry-leading Niagara Framework® is a comprehensive software platform for the development and deployment of connected products and device-to-enterprise applications.

At its core, Niagara provides the critical device connectivity, cyber security, control, data management, device management and user presentation capabilities needed to extract value and insight from real-time operational data.

A large community of users continuously work at building software applications on the Niagara Framework® to meet customer needs.

Tridium Professional Services has a unique depth of knowledge in Niagara and is here to skillfully develop solutions based on your unique needs. You'll gain a trusted advisor that can help accelerate your product and market development initiatives. You can speed your time-to-market while also reducing risk through our custom software solutions. We can help you strengthen your competitive advantage in the development and marketing of new Niagara-based solutions. You'll benefit from access to the developers behind Niagara, offering unparalleled insight into the Niagara Framework. Simply put, we exist to help you and your customers optimize the benefits of the Niagara Framework®.

TRIDIUM CUSTOM DEVELOPMENT SOLUTIONS

Custom Engineering for Your Specific Needs

1

CUSTOM SOFTWARE SOLUTIONS

The Niagara Framework provides a robust platform for buildings, IoT and cloud space applications, but sometimes, your Niagara projects require custom development.

Tridium Professional Services works as a trusted resource on your projects, helping you build scalable, secure Niagara software solutions to meet your specifications and accelerate time-to-market. Our expert services allow you to work faster, mitigate risk, turn around successful implementations and provide on-going support for your customers.

2

EXTENDED SOLUTIONS SUPPORT

Tridium Professional Services offers on-going expert-level support of your custom solution, to ensure you stay current on Niagara software and that the solution continues to operate as designed.

Tridium Professional Services offers peace-of-mind that your solution will continue to run as designed and on future Niagara software releases, while supporting the growth of your product through your market.

3

APPLICATION ENGINEERING SERVICES

Getting started with your partnership with Tridium can present many challenges from understanding all that Niagara has to offer to how you buy and sell your Niagara-based solutions.

Tridium Professional Services can provide guidance to help you navigate the early stages of launching your solution and partnership with Tridium.

CUSTOM SOFTWARE SOLUTIONS

DEVICE DRIVERS

Bridging the gap from proprietary system data to normalized, open data can present costly challenges. Tridium's Professional Services offer skilled engineering resources to develop custom drivers for device connectivity, control, data management, device management and more per your specifications.

DATA VISUALIZATION (GRAPHIC APPLICATIONS)

Data visualization is critical to our Client's end users and building owners. Tridium Professional Services can custom engineer Dashboards, Appliances and complete web-based GUI to meet your unique specifications.

PROGRAMMING TOOLS

Tridium Professional Services can develop a toolset that operates in Niagara Workbench and enables our Clients to create edge controller applications using the familiar Niagara logic methodology, download the application into the controller and operate it.

SOFTWARE IMAGES

Often, custom drivers and/or data visualization require specific setup instructions such as Network Settings, User Accounts, Cyber Security and much more. Tridium Professional Services can create a custom JACE image including the custom software, data visualization as well as these specific settings requirements, installed in custom products from the factory.

EXTENDED SOLUTIONS SUPPORT

MAINTENANCE OF COMPATIBILITY (MOC)

Ensure that your Custom Software Solutions stay compatible with the latest Niagara versions, enabling you to take advantage of all the latest Niagara enhancements in areas such as cyber-security.

RELEASED SOFTWARE SUPPORT (RSS)

Tridium Professional Services offers quality-assured custom software solutions for the Niagara Framework®. However, software sometimes has issues not found during quality assurance testing or during the contract warranty period. With RSS, you will have the peace-of-mind knowing that if you encounter any issues in the field, Tridium Professional Services will evaluate and if necessary, resolve the issue quickly, without lengthy contract periods, while minimizing the field impact.

SYSTEM INTEGRATION ASSISTANCE (SIA)

When a client purchases a custom software solution from Tridium Professional Services, field deployment of this solution can sometimes present challenges to the Client and the Client's installers, especially when Clients are new to the Niagara Community. Tridium Professional Services offers remote support hours to the Client and their installers to support field deployment of their Niagara solution. From Integrator Q&A to deployment guidance and more, start up your solution with the confidence that the same experts that developed it can guide you through deploying it in the field.

APPLICATION ENGINEERING SERVICES

STANDARD LIBRARIES

For our Clients that are looking to standardize on a common offering to deploy across their portfolio, Tridium Professional Services can develop a library and an easy-deployment-method per the Client's specifications such as Niagara Applications, Widgets, Templates, Data Models and more.

SITE/ENTERPRISE UPGRADES & MIGRATIONS

For our Clients that are looking to update their portfolio of Niagara assets to the latest version of Niagara, Tridium Professional Services can remotely upgrade sites or enterprises to the latest version of Niagara, while migrating stations and customs solutions within.

NIAGARA PORTABILITY

Many potential partners want to combine the advantages of Niagara with their existing hardware platform, strengthening their competitive advantage. Tridium Professional Services can complete all the necessary steps to help our partners accomplish Niagara portability and begin offering the Power of Niagara to their customers.

niagara
framework®

TRIDIUM CUSTOM DEVELOPMENT SOLUTIONS

Custom Engineering for Your Specific Needs

Contact Tridium Professional Services for more information

TRIDIUM SOLUTIONS CONSULTING

VALUE IN OUR KNOWLEDGE

A tremendous amount of knowledge exists within Tridium acquired by YEARS of education, experience and a variety of other means, encompassing a variety of subjects, blending to create a high concentration of knowledge of our products and industry. Dissemination of that knowledge brings great value to our partners.

The Internet of Things is giving rise to many new opportunities for the Niagara Framework. Through Tridium's Professional Services, we are reaffirming our commitment to Building Automation Systems while inviting developers and integrators to expand into adjacent markets with us—from data centers to smart cities and beyond. Tridium's Professional Services brings a variety of Engineering Support Services to you, providing expert Niagara advice on how to leverage features in the Niagara Framework, often untapped, elevating your knowledge and expertise while giving you a competitive advantage in your markets.

Whether you're looking to develop a standard for your portfolio of buildings, planning a future project, or looking to gain deeper knowledge of the buildings already in your portfolio, Tridium Professional Services is here to help.

1

**PLANNING
SERVICES**

2

**SITE AUDIT
SERVICES**

3

**ADVANCED
ENGINEERING
SUPPORT**

TRIDIUM

PLANNING SERVICES

Whether you're considering adopting Niagara as your framework of choice, future Niagara installations or enhancements to existing Niagara installations, lean on the experts of Tridium Professional Services to optimize your use of the Niagara Framework. Our expertise ranges from helping you develop guide specifications and standards to helping you apply Niagara in your projects. Our experts are here to help you get your projects moving.



PROJECT PLANNING

Whether you're planning a Building Management System installation for one building or an enterprise-level overhaul of your entire BMS network, our engineers can review your design and plans and provide valuable insight into applications, best practices, new Niagara features and much more with the goal of optimizing your design and enabling you to further take advantage of the power of Niagara.



SPECIFICATIONS

Creating a written specification can be a challenge. It must meet all the stakeholders needs, satisfy the budget, be flexible and be understood by consultants and installers. With so many options in the IoT/BMS world, making a selection is not small job. Let Tridium work with you to evaluate the software and hardware options available and provide you with best practices and guidance so that together we can create a bespoke specification that is unique to your needs.



STANDARDS

Planning to standardize on Niagara as your Framework of Choice for you or your client's portfolio but not sure where to start? Tridium Professional Services can assist you in developing standards for efficient and consistent deployments from graphics to logic and more.



INDUSTRY EXPERTISE

DESIGN REVIEW

SPECIFYING
SUPPORT

BEST PRACTICES

KNOWLEDGE

RECOMMENDATIONS

APPLICATION

NEW NIAGARA
FEATURES

PEACE OF MIND

SITE AUDIT SERVICES



ARCHITECTURE

Review existing System Architecture relative to the Niagara products on site.



MAINTENANCE

Current Software Version Review, Software Maintenance Agreement (SMA) Status, Enterprise Software Maintenance Agreements ("ESMA") Status.



PLATFORM & STATION

Platform Administrator & Console, Security, Resources, Backups, Services (Provisioning, Hierarchy, Report, History, Alarm, Users), Data Modeling, Site Navigation, Historical Data Config, Drivers & Networks and more.



NEW IN NIAGARA

Review New Niagara Product & Feature Updates Relevant to Site

Site Audit Services uses Tridium's experienced engineering expertise to perform a detailed inspection of your Niagara site(s), focused on areas such as system health, configuration, security settings, Niagara system architecture and more. Plus, we will review your application for best practices and Niagara system performance optimization to help you get the most out of your system.

FINDINGS

VERSION INFO

SUPPORT DOCS

RESOURCES

BEST PRACTICES

DETAILED REPORT

RECOMMENDATIONS

SMA STATUS

HOW-TO'S

NEW NIAGARA
FEATURES

IMPLEMENTATION
GUIDANCE



TRIDIUM

ADVANCED ENGINEERING SUPPORT

Whether you are building an application or developing a custom tool in Niagara, challenges can arise that test your skills beyond what you learned in training classes. Having direct access to our engineering expertise will minimize your downtime and help get you through these challenges and back to revenue-generating activities.



INFORMATION FLOW

Recurring Meeting Cadence to discuss Advanced Niagara Topics, provide insight and Q&A.



ESCALATED TECHNICAL SUPPORT

A direct line to our Engineering Experts to support you on challenging topics that are beyond the typical Technical Support Call.



CUSTOM TRAINING

Specific, advanced training topics (not covered by Tridium University) planned, developed and conducted by our Engineers, on-site or remote.



TRIDIUM SOLUTIONS CONSULTING

VALUE IN OUR KNOWLEDGE

Tridium Engineering Services offers support from Concept to Completion and Beyond.

TRIDIUM

PROFESSIONAL SERVICES

CONNECTING YOU TO NIAGARA

Tridium Professional Services provides services that go beyond the box— enabling swift and easy adoption of the Niagara Framework.



For more information on how your customers and your business can start benefiting from Tridium Professional Services, please contact us by emailing TridiumProfServices@tridium.com.



tridium.com

Locations and customer support, worldwide

Headquarters
North America
1 804 747 4771

Support
North America & Latin America
1 877 305 1745

Europe, Middle East & Africa
44 1403 740290

Asia Pacific
86 400 818 6088

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