



TRIDIUM

PROFESSIONAL SERVICES



Strengthen your competitive advantage in
developing and marketing Niagara-based solutions.



www.tridium.com/us/en/services-support/professional-services

Why Choose Us?

niagara
framework®

Industry-leading software platform

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

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. You'll 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®.

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.

END USER ENGINEERING

Standardizing on a common library enables you to be more efficient and accurate in the deployment of stations, control logic, graphics and more. Tridium Professional Services can develop a standard library per your specifications such as creating Niagara Applications, Templates, Data Modeling, Migration of Niagara Servers and more.

CUSTOM DEVICE DRIVERS

Bridging the gap from exclusive data to normalized, open data can present costly challenges. Tridium Professional Services can develop custom drivers for device connectivity, control, data management, device management and more, per your specifications.

CUSTOM DATA VISUALIZATION (GRAPHIC USER INTERFACES)

For many of our customers, data visualization is critical to their end users and building owners. Tridium Professional Services can custom engineer Dashboards, Appliances and complete web-based GUI to meet your unique specifications.



CUSTOM 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 custom software, data visualization as well as specific settings requirements, installed in custom products from the factory.

POST-WARRANTY SOFTWARE SUPPORT

Along with Tridium Professional Services Custom Software Solutions, you often require on-going expert-level support of your custom solution. Tridium Professional Services offers the following options to provide you with peace-of-mind that your solution will continue to run as designed on the future Niagara software releases.

MAINTENANCE OF COMPATIBILITY (MOC)

Tridium Professional Services offers MOC to ensure that your Custom Software Solutions stay compatible with the latest Niagara releases, enabling you to take advantage of all the latest Niagara enhancements including areas such as cyber-security.

RELEASED SOFTWARE SUPPORT (RSS)

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, while minimizing the field impact.

NON-CORE PRODUCTS

Market and industry factors such as standards, building code, government regulation and industry norms often present challenges to the user, beyond the core Niagara Framework. Tridium Professional Services works continuously to identify, plan and develop non-core Niagara products such as Niagara 4 E-Signature Application, Niagara 4 VEN Driver for OpenADR 2.0, and Niagara 4 Cloud Gateway Connector to Google Cloud Platform to enable you and your customers to stay competitive in changing industries.

CONSULTING SERVICES



AUDIT & CONSULTING SERVICES

Through Tridium Professional Services, we are reaffirming our commitment to Building Automation Systems while inviting developers and systems integrators to expand into adjacent markets with us—from data centers to smart cities and beyond.

Tridium Professional Services brings Site Audit Services and Project Specific Consulting Services to you, providing expert Niagara advice on how to leverage untapped features in the Niagara Framework, elevating your knowledge and expertise while giving you a competitive advantage in your markets.

SITE AUDIT SERVICES

Site Audit Services uses Tridium's certified and experienced Niagara engineers to perform a detailed inspection of your site focused on things such as system health, configuration, security settings, Niagara system architecture and more.

Upon completion of the Site Audit, we will provide a detailed report on findings and recommendations for implementation of best practices.

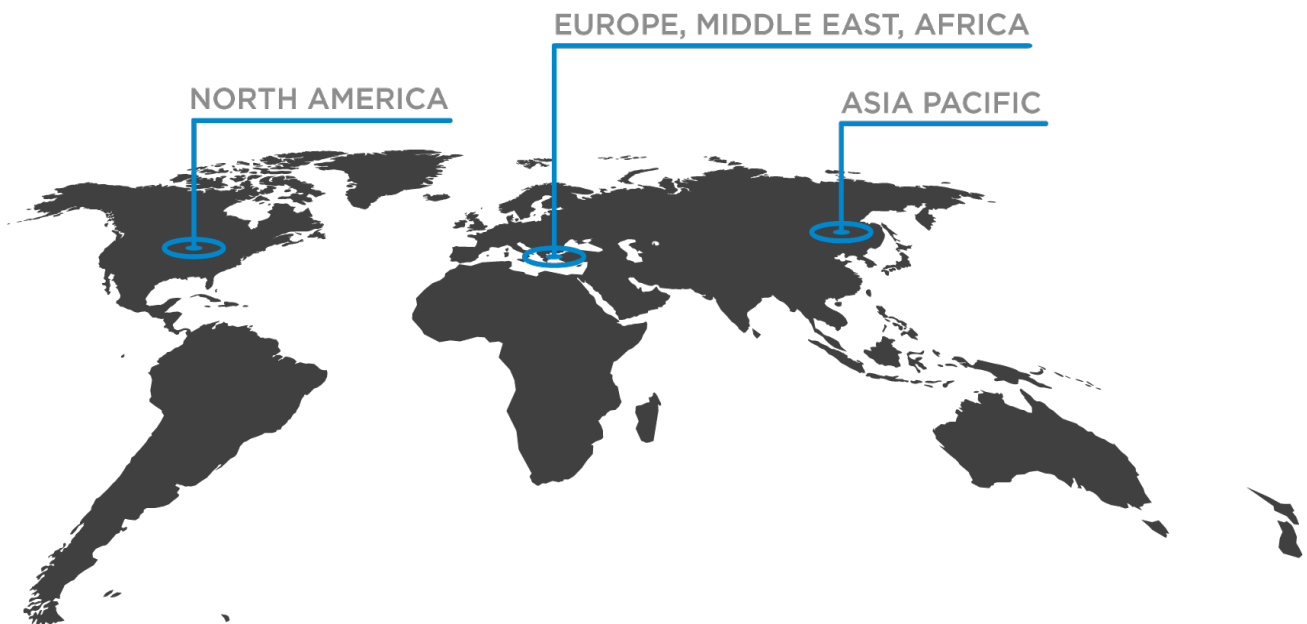
PROJECT SPECIFIC CONSULTING

When considering current or future Niagara installations, consult with the experts of Tridium Professional Services to ensure that you are optimizing the use of the Niagara Framework while considering project requirements and planning site enhancements for existing or future projects.



CONNECT TO NIAGARA SUPPORT THROUGH TRIDIUM PROFESSIONAL SERVICES

Tridium Professional Services provides support that goes 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 calling **877.305.1745** or by emailing **TridiumProServices@tridium.com**.



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