



# Add Value to Your Service Agreements with Enterprise SMA and Niagara Asset Manager

September 24, 2020

## Q&A

1. I've spoken with MANY SI's and all agree that we know zero building owners interested in downloading their own backups or logging into ASSET MANAGER. So WHY is it associated to Niagara Community and NOT just Niagara license login instead?

We understand that many building owners are not interested in managing their system's software which is why we've created the notion of an Enterprise Manager. As an Enterprise Manager you can do all the functions necessary to manage the licenses for your customer as well as generate an ESMA.

2. Not sure we need the location feature. If you don't know the location of your buildings, you might have other issues.

Point well taken, however the site map can be important for geographically diverse customers.

3. When you demonstrated the "switch" between your own account and the "asset manager", you had a button you clicked top right. Why don't I have that button even though I have an approved affiliation with one organization?

Please check to see if your user account's role is enabled to be an "Enterprise Manager" for your organization's Asset Manager instance. If that doesn't correct the issue please contact Tridium support for a resolution.

4. Could Enterprise be a system integrator OR a building owner/manager? Could I setup my company (SI) and have all my Assets in one screen even for different buildings?

Yes, that is possible. Suggest that you use the Project, Owner and Tags so that you can effectively filter the assets.

5. Could Tag definitions be a means of grouping? Can Tag with building name and then group by tag or filter by tag?

Yes, that is one of the use cases for free-form Tags so that AM offers the flexibility for many situations.

6. Have you purposely omitted all pricing/costs in this demonstration?

The ESMA Proposal function in the Asset Manager production version does not provide any pricing information, it only provides a list of the part numbers which can be used by a service provider to create an ESMA quotation.



7. Why is the parts list showing "1YR" SMA's when you selected a 5-Year Term?

In the ESMA presentation several of the licenses selected had valid SMAs until a year before the selected term. In order to align those expiration dates only a 1-year SMA was needed.

8. Does cloud backup work in N4.4 with a JACE8000?

Yes, BaaS works for any JACE running N4.3 and later software.