

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 Does Professional Services Work?

1. 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 SDEOnce 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

