

# Technical Solutions & Support

We are uncovering new solutions through partnerships and creating a true Team Environment. Through this work, we have come to value:

**Individuals and interactions**  
over processes and tools.

**Working solutions**  
over comprehensive documentation.

**Customer collaboration** over contract negotiation.

**Responding to change** over following a plan.

That is, while there is value in the items on the right, we value the items on the left more.

Trust, accountability, and purpose are fundamental to the success of our partnerships.



## FOR TECHNICAL SOLUTIONS OR PRODUCT SUPPORT

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Website: [aes-midwest.com](http://aes-midwest.com)

# Technical Solutions

## Assist with Negotiated Retro Fit Design Build - New Construction Projects

We can assist your team with fully engineered and programmed systems for installation by your team. We can do Honeywell Webs, JCI FX, ABB, and Alerton. We can then help with the commissioning portion with our remote technician and your onsite service/commissioning technician. We are confident that through partnership we can both be successful and assist in the development of your service and commissioning technicians.

<i>Submittals, Engineering, &amp; Graphics</i>	<i>Estimating, Take Offs, &amp; Site Visits</i>
<i>Commissioning &amp; Analytics Software</i>	<i>Programming &amp; System Startup</i>

LIVE TECHNICAL SUPPORT	PROGRAMMING & SYSTEM START-UP
TRAINING & CERTIFICATION CLASSES	TAKE OFFS & ESTIMATING
ENGINEERING & COMMISIONING	ENERGY & SYSTEM ANALYSIS
CONTROL PANEL FABRICATION	3 DIMENSIONAL FLOOR PLANS
SITE ANALYSIS VISITS	GRAPHICS

# Professional Services

Our building automation and controls experts can help you design, commission and program building systems for optimal performance.

## Building Automation

- Consultative and basic setup support
- Rules library
- Haystack tagging
- Custom import scripts
- Custom rule development
- Customized training

## Enterprise Strategy

- Historical data management
- Provisioning & backup
- Optimize BAS networks to define and adhere to best practices
- Alarm management
- Budgeting
- Tagging
- Network architecture recommendations

## Project Engineering & Estimating

- Take-offs
- Project pricing
- CAD & Visio
- Parts knowledge base recommendations
- Drawings & BOMs
- Free Estimating and Sales Support

## IT/OT Networking

- Basic setup & troubleshooting support
- TosiBox and Digi Router Remote Access Sales and Support
- Virtual machine best practices
- SNMP, LDAP/Active Directory, SSO, RSTP, etc
- Best practice strategies and consultative design support

## Niagara

- Experience and certifications with all versions of Niagara
- Custom program objects, ability to compile into JARS for clients
- Custom driver development, serial and IP
- Custom UI development



# Integration Opportunities

This method involves integrating their existing BAS System into a truly open Tridium system to release them from being beholden to one specific brand or contractor. This is the first step in a phased migration plan to replace outdated or obsoleted systems as their budget allows. Systems we have successfully integrated over the past 15 Years:

PRODUCT/TECHNOLOGIES
Honeywell Webs
JCI FX
ABB/American Auto Matrix
Alerton
ASI
Carrier/ALC
Delta
Distech
EasyIO
Honeywell EBI
Johnson Metasys
KMC Controls
Lynxspring
Periscope
Proton
Reflow
Schneider Electric TAC IA/Series
Siemens Apogee
Reliable
Trane



## BAS Remote Support

We have dedicated remote support technicians that are available to assist your onsite technicians.

**[BASRemoteSupport@AES-Midwest.com](mailto:BASRemoteSupport@AES-Midwest.com)**

