

ACDI Professional Services

Roles and Responsibilities

DEFINITION

This document serves as an outline of the Access Control Devices, Inc. ("ACDI") Professional Services as specified in the referenced quotation, working in coordination and collaboration with the Reseller, identified as Account Name in the quote, and the End User ("EU"), based on the findings of the kick off call.

POINT OF CONTACT

The designated point of contact for this project will be the assigned Project Coordinator from ACDI, who will be supported by the ACDI Professional Services team. Your Project Coordinator will collaborate with the points of contact for both the Reseller and the End User to coordinate remote planning and installation sessions.

SCOPE OF WORK

The scope of work is defined by the line-item Product Names and Quantities in the final Purchase Order.

CHANGE ORDER REQUESTS

As with any software implementation, the End User may request additional functionality which will require additional cost. The request will be forwarded to your Sales Team for quotation of the additional functionality and services.

ROLES AND RESPONSIBILITIES

The successful completion of the implementation and configuration Services is dependent on the cooperation and active participation of the Reseller and End User (EU), as well as ACDI's performance. Timelines are contingent upon the availability, completeness, and accuracy of required information, the accessibility of key personnel, and the timely fulfillment of responsibilities by the EU. Any delays, inaccuracies, or omissions in meeting these responsibilities may lead to a delay in completing the installation Services.

Organization	Responsibilities
ACDI Professional Services	<p>Provides the following:</p> <ul style="list-style-type: none"> • Provide prerequisites required to meet project deliverables. • Project coordination gathering requirements, analysis, installation, and training. Scheduling with Reseller and EU point of contact. Basic administrative training on software usage and configuration, unless otherwise specified. • Remote implementation of the solution as defined in the quote and subsequent sales order. • Deliver and integrate all ACDI provided software components. • Promptly inform EU and Reseller of any issues or situations that may cause delays to timelines or delivery dates.
Reseller	<p>Provides the following:</p> <ul style="list-style-type: none"> • Project point of contact(s) to provide: <ul style="list-style-type: none"> ◦ Necessary onsite resources, including technical resources, to assist with managing the devices and printers should hardware related issues occur during the install. ◦ Project related hardware has been connected to the site network, all ports configured, and can access the required servers. ◦ A dedicated project staff member to monitor the progress. ◦ Ensure all the prerequisites are fulfilled before deployment. • Before the implementation of these services: <ul style="list-style-type: none"> ◦ New devices are onsite, installed, networked, print queues built and tested, and drivers installed. ◦ Each server is accessible by the ACDI installation engineer during the remote installation. ◦ All project related devices and printers have the latest firmware and any device specific requirements installed.
EU	<p>Provides the following:</p> <ul style="list-style-type: none"> • Project points of contact, including IT team, who can provide infrastructure and connectivity information as required to perform the services defined. • Environment that meets the system requirements for the services • The appropriate contact on all installation calls who can provide server, workstation, hardware, and third party software remote administrative access for software configuration. • Remote administrative access to all computers/servers as required to perform the services. • Inform your end users of the project installation date. • Educate end users on the new installation workflow.

OUT OF SCOPE

- ACDI is not held responsible for the purchase and installation of any required operating system software and licenses that are not included in the sales quotation.
- ACDI is not responsible for disaster recovery.