



Implementation Services

Site surveys, kitting, configuration, deployment, training services and more.

Digi Professional Services can help make your project simpler, less challenging and more successful — with services that reduce barriers to completion, simplify processes for your team and support you with on-site help when needed.

Your team undoubtedly has enormous talent and expertise to devote to your day-to-day business. But when you plan and roll out a major implementation, the day-to-day doesn't stop. How do you add a large project to your team's schedule that requires new and different skills, and ensure



that all critical steps to rollout are taken, and in the right order.

- **Dedicated support:** Ensure the success of your project from beginning to end, with a dedicated Digi Professional Services team member whose role is to support your entire rollout, quickly responding and helping to troubleshoot issues along the way.
- **Provisioning and installation:** Accelerate your project rollout with provisioning and installation support from the Digi Professional Services team. These services include firmware configuration, as well as hands-on assistance with the installation process if needed.
- **On-site services, training, security:** When you need extra assistance, our team can help — whether you need on-site services, team training, or a security review to ensure that your entire installation runs smoothly, is fully secure and meets all of your requirements and rollout objectives.

Wireless projects can be complex. But they don't have to be painful, and they don't have to derail your team's focus. Digi Professional Services can support your rollout however you need assistance — ala carte, or end-to-end.

For more information, visit:

www.digi.com

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Here are some examples of the many supporting services our team can provide:

1 Dedicated Implementation Engineer

Does your project need help integrating Digi IoT solutions? Digi's implementation services are offered to help you "Connect with Confidence" – from pilot to production. We can provide support and advice at any point along the way. But when you need end-to-end expertise, we recommend working with one of our implementation engineers for a rapid and seamless rollout.

- Deployment planning, testing and troubleshooting. This may include acting as a liaison with Digi engineering or technical support subject matter experts.
- Work closely with other vendor teams to ensure interoperability within the total solution.
- Provide technical communications and leadership to ensure seamless Digi device migration when components and products must be upgraded.
- Assist in [Digi Remote Manager](#)® setup and configuration, including loading configurations and supporting customizations.
- Producing technical documentation for the project. For example, documentation may include details of the customer's particular implementation and additions to Digi user guides.
- Technical training on Digi IoT products and services.

A dedicated implementation engineer provides the hands-on support needed to ensure your project achieves connectivity and time-to-completion goals, providing a full range of supporting services to get you to success.

2 On-Site Support

While planning and preparation go a long way toward setting up a successful rollout, the reality of an IoT implementation can bring real-life challenges. Your team may need support to solve on-site connectivity issues due to unforeseen variables. Or you may discover that you want additional functionality to support a specific use case. Any number of questions or concerns can materialize as your team deploys your solution.

Digi Professional Services has experience providing on-site diagnostics and troubleshooting in a wide range of customer implementations and scenarios. We can help answer questions, troubleshoot issues and smooth over any rough spots in the final rollout, bringing our on-site implementation expertise directly to you. We will partner with you and do a deep-dive into your solution and any challenges you are facing, to quickly improve the reliability of your final implementation.

As a global company, Digi has field personnel based in North America, EMEA, and APAC. We will make every attempt to provide local, on-site support. Where our personnel are not available locally, we can provide remote videoconferencing.

3 Device Provision and Kitting Services

IoT deployments come in all shapes and sizes, and no two are exactly alike. Components, antennas and cabling vary depending on the type of connectivity needed for integration with your on-site and third-party equipment. Preparing and testing these items prior to deployment can ensure rapid and successful installs, and dramatically reduce the amount of time required to get your solution deployed.

Digi's Professional Services team has experience preparing for a wide range of installations, from simple firmware or configuration changes to pre-provisioning of any number of devices to large projects involving multi-component testing, validation and kitting.

Examples:

- Firmware and configuration loading services, including firmware upgrades or downgrades for consistency, security and organizational compliance
- Setting up pre-deployment configuration files to reduce field installation time
- Packaging Digi equipment with installation kit for improved efficiency during deployment
- Testing and validation of custom configuration or integration

[Contact us to start the conversation](#) 

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