

## Low-Voltage Technology Consulting, Design, Engineering and Aftercare Services

Axiom Design was founded in 1992 as the country's first technology consultant focused on providing design services for a homeowner's entertainment, control, communication, and security needs. This includes audio/video, security, home control, wired and Wi-Fi networks, access control, surveillance, phone systems, cellular boosting, and more. **All such home amenities are vital to a clients' enjoyment of their home.**

Axiom Design is a true technology consultant that is not compensated by product sales or installation. Clients are assured of unbiased and valuable advice in determining which technology systems and products best satisfy a project's budget, performance, and aesthetic needs. To learn of the many benefits of the objective technology consultant versus engaging design/build low-voltage contractors directly, click here to read > [\*Why Design plus Build?\*](#)

We share vital space-planning requirements for all technology equipment and any specialty areas (private home theater, mechanical rooms, etc.). We define related project requirements, such as the technology system's electrical and cooling needs that others need to perform their duties. As a design team member, Axiom Design helps vet the visual impact of all technology with the team, helping maintain the home's architectural and interior beauty. Most, if not all, of our design fees are offset in various ways throughout the project. To read case studies that demonstrate this, click here > [\*Axiom Design Fee Offsets\*](#)

Axiom Design is the only technology consulting firm that guides a client through all phases of the project beyond serving as the clients' technology advocate. We serve the clients' technology needs into the future through Axiom Design's Technology Concierge™ aftercare service. This gives the client a single company to call for service, maintenance, monitoring, and future upgrades. The following services have been refined over several hundred projects domestically and internationally to ensure client satisfaction and safety.

## Phase 1 – Technology Consultation and Budgeting

- Educate and consult the client on all low-voltage home technology options
- Discover and define clients' technology needs
- Provide installed cost estimates for each technology system
- Show where technology will be available throughout the property

## Phase 2 – Design and Bid Documentation

- Technology space planning with the design team for all equipment locations Includes head-end and home theater space requirements.
- Coordinate with design team (architect, interior designer, etc.) on integration and placement of all visible technology items
- Compile and share cut-sheets and drawings of the electronic system components
- Create equipment lists, scope of work, and vendor RFP's to procure low-voltage bids. (It is important to emphasize that Axiom Design is a technology consultant and not compensated by product sales or installation.)
- Produce equipment and rack layouts
- Create heat load calculations and cooling recommendations
- Share electrical recommendations and guidelines with electrical engineer

## Phase 3 – Engineering Documentation \*

- Create detailed wiring diagrams that identify all component wiring connections
- Define exact conduit and electrical requirements, outlet placement, and electrical connection diagrams for all low-voltage equipment
- Create construction documents that the low-voltage contractors will use as the "instructions" to build each technology system efficiently and cleanly
- Home control systems are programmed **before** final installation which significantly shortens the time it takes to bring a home "online"

## Phase 4 – Home Management

- Establish integration and programming needs between all home subsystems (climate, security, pool/spa control, etc.)
- Configure home control / smart home / home automation system software for intuitive home control
- Customize user interface to clients' unique needs

## Phase 5 – Technology Concierge™ Aftercare \*\*

- Proactive monitoring of network-connected technology systems to ensure maximum uptime and early warning of potential service issues
- Bi-annual technology checkups include firmware updates, suggested technology refreshes, *check and fix* functionality of all control systems, check video projector lamp life (if installed) and more
- Serve as the clients' lifetime **Technology Concierge™**

\* Most assume that design/build technology contractors create engineering documentation to vet their design and serve as the basis for future servicing. The reality is that very few contractors provide engineering documents. This leads to: (1) less efficient installation, (2) greater occurrence of change orders, (3) longer onsite time for control system programming/configuring, and (4) more expensive service calls in the future due to extra troubleshooting time needed.

\*\* Axiom Design's **Technology Concierge™** Aftercare service is for clients who value efficiency and customer service. Assuming all the home's technology systems have been designed, engineered and installed to Axiom Design's exacting standards (ensured through our Construction Administration service), we are able to serve as the clients' single point of contact for all things technology related both now and in the future.

## Additional Services

Each of the individual services in the **Phases 1 - 4** are also available as a “a-la-carte” service. Additionally, Axiom Design offers the following services:

- Bid Analysis
- Peer Review
- Construction Administration
- Coordinated Device Placement Drawings
- Technology Takeover/Rescue
- Due Diligence
- Expert Witness/Insurance Claim Specialist

## Definitions of Additional Services

**Bid Analysis** – comparing submitted bids from subcontractors, clearly explaining the differences between each functionally and financially

**Peer Review** – based upon examination of the subcontractor bids, design, control system programming or installation, we will prepare an objective analysis identifying whether the work performed meets or exceeds industry standards, performance standards, as well as expressed client needs and budget

**Construction Administration** – includes bid analysis, attend project meetings (via conference call, online, or onsite), inspection of low-voltage systems work performed at various stages of installation, review and document course of construction changes, serve as the central resource for all technology questions and ongoing coordination throughout the build process through final punch list

**Coordinated Device Placement Drawings** – detailed drawings that show exact placement of visible technology devices (speakers, televisions, keypads, etc.) in reflected ceiling plan, floor plan, and elevation view. Completed in coordination with the design team to eliminate potential placement conflicts and helps ensure best possible aesthetic detail

**Technology Takeover/Rescue** – when the clients’ existing technology systems are no longer working properly and they have lost confidence in their current subcontractor’s ability to fix the issues, Axiom Design will take over the project to document the current systems and create the plan to fix the unresolved issues

**Due Diligence** – many of Axiom Design’s clients rely on us to evaluate prospective home purchases to determine if the home’s currently installed technology and wiring infrastructure will support their needs and desires. If not, we will provide estimates to bring the home up to specification, which can be used as a negotiation tool when making purchase offers.

**Expert Witness/Insurance Claim Specialist** – over two decades of practical experience with technology has made Axiom Design a *subject matter expert* within the industry. This knowledge has been leveraged by insurance companies to assist in insurance claim settlements and the legal community as an expert witness in construction litigation cases involving technology.