



ACHIEVE MISSION CRITICAL PERFORMANCE

MANAGED AND
SUPPORT SERVICES



MOTOROLA SOLUTIONS

IT'S NOT JUST ABOUT HAVING THE RIGHT TECHNOLOGY... IT'S ABOUT ACHIEVING PEAK PERFORMANCE

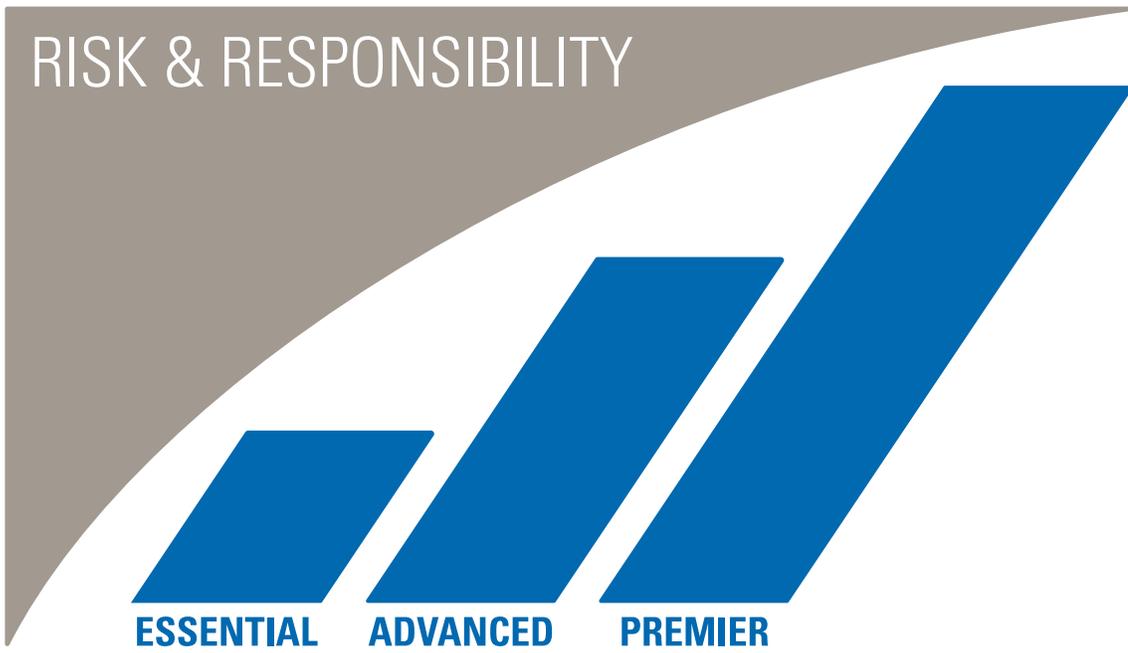
You know how vital it is to have reliable connectivity and uptime to preserve public safety and business continuity. Anticipating network incidents...mitigating cyber threats...correlating network events for rapid response...are you truly equipped to keep up with all of the demanding requirements?

Understanding the complexities involved in mission critical network performance to avoid potential problems is vital to ensure safety and productivity are never at risk. Network requirements never remain static over extended periods – making it imperative that your mission critical communications network can adapt over time.

Rely on Motorola to help you achieve your performance targets with the right level of services you need. As the global leader in mission critical communications, we provide expert engineers and network specialists dedicated to supporting and managing the ever-changing complexities you face, so you can focus on what matters most – your mission.

DRIVE YOUR PERFORMANCE WITH THE RIGHT LEVEL OF SERVICE

Each package provides an increasing level of support, transferring the risk and responsibility to Motorola.



ENSURE CONTINUITY • ENHANCE PRODUCTIVITY • REDUCE RISK

ESSENTIAL

Basic Support When You Need It

When the unpredictable happens to your network, Essential Services provide you access to Motorola's Technical Support teams and resources for troubleshooting and maintenance.

ADVANCED

Improve Response and Continuity

Motorola's expert service teams help mitigate downtime and ensure network continuity.

Get fast response to network issues by our qualified technicians who analyze and diagnose your network as well as deliver routine maintenance.

PREMIER

Maximize Performance and Reduce Risk

Motorola's Managed Services team helps operate and optimize your mission critical system.

With Premier Services, you fully transfer the risk to Motorola and ensure your system operates at maximum performance levels, allowing your team to keep focus on its primary responsibilities.

HOW MUCH BETTER COULD YOUR NETWORK BE?

Working with us, high performance delivery happens because we truly understand the importance of mission critical operations.

Our experience and service expertise are fully realized when put to effective use for your operations. Optimal mission critical operations require constantly improving strategies and methodologies – anticipating the threats and the unthinkable.

As the global leader and recognized innovator in mission critical communications, we are uniquely positioned to provide unmatched service for your mission critical network.

With our combination of deep domain expertise, state-of-the-art equipment repair centers, test labs and case management procedures, our support centers, technology specialists and field teams are on hand ready and dedicated to operating your network at peak performance.

RESPONSIVE MISSION CRITICAL SUPPORT



UNMATCHED SERVICE DELIVERY AND EXPERT OPERATIONS

Successfully operating some of the largest and most complex networks in the world means you have access to skilled experts equipped with specific knowledge about your network committed to delivering consistent quality of service to meet your operations objectives.

The Solutions Support Center is the cornerstone of our customer care for Essential, Advanced and Premier service delivery staffed 24x7x365 by experienced system technologists. It includes our globally standardized, ISO 9001 certified Network and Security Operations Centers (NOC/SOC) that leverage common service platforms for remote event monitoring, management and issue resolution to minimize downtime and disruption.

Motorola continuously invests in resources, as well as in sophisticated test lab, tools, applications, and proven repeatable methodologies that ensure your network maintains absolute availability. Network issues are identified and corrective action is in place often before you even know there is a problem.

HELPING YOU MITIGATE EVOLVING CYBER THREATS

Mission critical operations are increasingly becoming prime targets for cyber criminals. Getting cyber resilience right is imperative. No longer is it a matter of if – but when, how and what are the consequences of a cyber attack.

Secure your critical infrastructure with a holistic approach including continuous risk assessment, proactive monitoring and patch installations supported by Motorola. Dedicated certified security professionals are staffed with a unique mission critical skill set to help detect and analyze security events and alert you to malicious activity.

Supporting some of the most complex networks in the world including local and national government networks that have some of the most stringent security requirements, we can help you with cyber resiliency in an intensifying threat climate.

ON DEMAND VISIBILITY TO CRITICAL NETWORK AND SERVICE INFORMATION

To assure accuracy of service delivery, Essential, Advanced and Premier customers are connected to service and network performance via MyView Portal. Access MyView from any web-enabled device, any time for complete visibility and control of your network and the services you receive.

Depending on your service agreement, MyView provides both current and historic network and service data including incident ticket status, service delivery status, applicable Service Level Agreement compliance, and more. The information provided is a subset of what is used by the Solutions Support Center so you know it is current and accurate.



WHEN EVERY SECOND COUNTS... WE ARE READY

Motorola has served as a trusted partner to government agencies and enterprises worldwide for more than 85 years. Our years of leadership, innovation and experience managing and supporting hundreds of networks in more than 100 countries help you answer the challenges of mission critical operations – ensure continuity, enhance productivity and reduce risk – helping you achieve peak performance.

When every second counts and performance reliability is a must – we are ready and able to serve your organization today, tomorrow and into the future.



To learn more about Motorola Managed and Support Services,
visit us at: motorolasolutions.com/services

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