



SYSTEM EFFICIENCY DELIVERED WITH TECHNICAL SUPPORT SERVICES

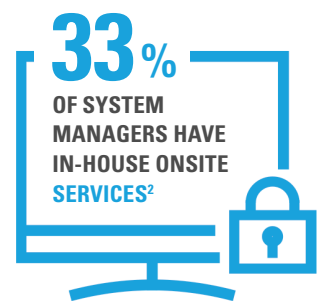
Staying on top of constantly changing technology can be a real challenge. Seventy percent of complex project implementations fail or are challenged due to poor technology management.¹ As the mission-critical technology ecosystem becomes more elaborate with rapid infusion of new technologies such as body-worn cameras, new software platforms, video analytics, IP-based networks, you need to access better technical support programs and expertise to optimize system performance.

COMPLEX TECHNOLOGY ENVIRONMENT REQUIRES THE RIGHT SUPPORT PLAN

Today's technical support capabilities should span the entire mission-critical technology ecosystem for the entire system to work optimally. You need a partner that can provide on-site and remote support for technical issues arising from devices, infrastructure, applications and video cameras. Rapid resolution of system issues with effective troubleshooting and well laid out escalation procedures is critical.

DO YOU HAVE ACCESS TO EXPERTISE AND TOOLS?

It requires dedicated experts and tools to ensure that complexity is managed and performance is delivered across the entire technology ecosystem. You need a combination of technical specialists, rich knowledge base, state-of-the-art diagnostics for swift resolution of system performance and operational issues. The right expertise and tools can help your staff to focus on tasks that are more critical to your business operations.



SUPPORT SERVICES

Motorola Solutions brings a comprehensive portfolio of support capabilities across your mission-critical technology ecosystem. As the technology provider and system integrator of your public-safety systems we understand system issues better than anyone else.



TECHNICAL SUPPORT

Remote and onsite services to ensure that your system is rapidly restored and functional



REPAIR & REPLACEMENT

Troubleshooting, testing and repair of your equipment at a centralized facility



PREVENTIVE MAINTENANCE

Routine testing and alignment to extend the useful life of your equipment

REMOTE TECHNICAL SUPPORT

At our Centralized Operations Center, our experienced technologists are available 24x7 to answer your questions. With an extensive knowledge base, trained and certified technical engineers and leading standards for escalation procedures, this team can troubleshoot and provide prompt resolution to your technical and non-technical issues.

ONSITE TECHNICAL SUPPORT

When you have a system issue that cannot be resolved remotely, we dispatch local, trained technicians to restore communications. With over 500 Motorola Solutions authorized service locations, our support process follows industry-leading for case and escalation management procedures, and delivers on committed response times for rapid issue resolution.

REPAIR AND REPLACEMENT

With state-of-the-art diagnostic equipment, repair tools and replacement parts, you can receive the peace of mind that all of your agency's radio and infrastructure components are protected in the event of an unexpected failure and are back in operation as soon as possible. When serviced, all system components are returned to you with original factory specifications and updated with the latest firmware. Plus, our service centers are certified to comply with ISO9001, ensuring the highest quality repairs. In our test labs, we can replicate your system to reproduce, analyze and solve equipment issues.

ACCIDENTAL DAMAGE

No questions asked. Radios are protected from accidental breakage, chemical or liquid spills and physical damage. This service covers displays, screens, frames, covers, crushed components, shields, circuit boards and more.

PREVENTIVE MAINTENANCE

You can take advantage of preventive maintenance for your system components including two-way radios and network equipment. You can extend the useful life of your radios with an annual check-up where your radios are physically inspected and cleaned, verified and electronically tuned. Software and firmware are updated to ensure that the radios are configured properly. Infrastructure preventive maintenance includes alignment and testing of key network components, regularly scheduled maintenance of network equipment along with software and firmware updates to ensure that the system is up to date.

MOTOROLA SOLUTIONS - YOUR TRUSTED PARTNER

We believe that our set of highly knowledgeable people with industry certifications and mission-critical expertise, industry leading ITIL process for centralized service delivery and governance and state-of-the-art tools allow us to provide superior technical support services that address your needs today and in the future.

GLOBAL EXPERIENCE

4M

USERS UNDER OUR MANAGED SERVICE

20M

EVENTS PROACTIVELY MONITORED EACH DAY

13K

SYSTEMS INSTALLED

100K

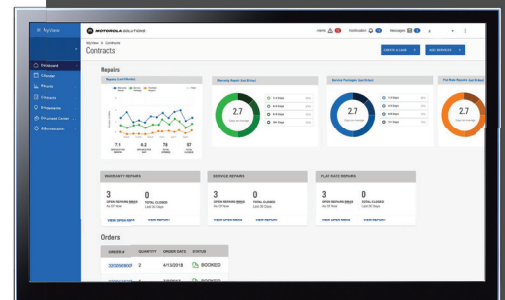
CUSTOMERS ACROSS 100 COUNTRIES

90+

YEARS OF EXPERIENCE

GET VISIBILITY INTO YOUR SYSTEM

Our management portal provides technical support details on your open cases and repairs, available software updates, and recent orders. You can view proactive notifications on upcoming events, and secure messages between you and your Motorola Solutions contact.



For more information on our Technical Support Services contact your Motorola Solutions representative or visit us at www.motorolasolutions.com/services



Resources

- 1 Technology Portfolio Management for Project Managers
- 2 The Global State of LMR System Management

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