MOTOTRBO SYSTEM MANAGEMENT
FOR THE DAY-TO-DAY

As communication systems become more advanced, offering more features and integrations, they also become more complex and challenging to monitor and manage. If systems are not carefully connected and prudently monitored, the system's security and performance are at risk. Although our communications systems ensure the safety, security, and operational efficiency of your business, we're still challenged to do more with less. It is more expensive than ever to recruit, retain, and train the skillsets needed to monitor the system elements at different site types, as well as, react, escalate, resolve issues as they occur as part of the system maintenance cycle. Very few customers are able to deploy proper Network Operations Centers to monitor and manage their radio systems.

In light of these challenges, we have developed System Management Services, a supplemental offer for Capacity Max System customers. The service bundle includes around-the-clock network event monitoring, remote troubleshooting, dispatch service, and optional on-site response to help you keep your customer's network, devices, and applications running smoothly. Additionally, it offers customizable system performance reports to provide you with better visibility into the system's health, allowing you to proactively address any issues and giving you new opportunities to discuss the system's performance, identify new customer needs, and offer new products and services.

FACT SHEET | MOTOTRBO SYSTEM MANAGEMENT SERVICES

MOTOROLA SOLUTIONS

NETWORK EVENT MONITORING

With network event monitoring, Motorola Solutions connects directly and securely to customers' Capacity Max radio network and AVTEC dispatch sites using our configurable fault management and escalation protocols to detect events, classify and analyze actionable incidents 24/7/365. Network event monitoring will minimize service disruption and allow for proactive system maintenance.

REMOTE TECHNICAL SUPPORT

Motorola Solutions' expert technical team will provide initial remote consultation for technical issues that require a high level of MOTOTRBO network experience and troubleshooting capabilities. For partner-maintained systems, Motorola Solutions will provide each partner with updates and maintain transparency into every incident, allowing you to elevate the support experience for the customers. Partners can leverage the 24/7/365 support of experienced technologists at the Motorola Solutions (Centralized Managed Services Operations) CMSO to prioritize incident response. Our improved remote technical support service level agreements enable faster response time for customers' critical issues.

DISPATCH SERVICE

Motorola Solutions' CMSO team will serve as a central point of contact for any technical service requests. When monitored system issues cannot be resolved remotely, Motorola Solutions will dispatch an assigned technician with all relevant incident details for an efficient onsite resolution. Dispatch service enables more proactive system support and prompt response to an actionable incident as partners or customers technician don't have to spend the costly time gathering incident-related information.

ON-SITE INFRASTRUCTURE RESPONSE

When dispatch service is combined with Partner or Motorola solutions-led onsite infrastructure response, the customers will benefit from a prompt response and system restoral process. The onsite technicians are armed with incident specifics like location, equipment, and configuration to resolve issues faster, restore radio communications & reduce system downtime. For reseller-maintained MOTOTRBO infrastructure, the escalation procedures and response times will be driven by the partner as agreed with the end customer. Motorola Solutions will aid the partner or customer technician to choose to go the extra mile and provide peace of mind to the customer with an improved system uptime.

SYSTEM PERFORMANCE REPORTS

Monthly system performance reports provide deep insight into the overall health of the MOTOTRBO Capacity max systems for partners and customers. Customized reports track system availability, capacity, coverage, and utilization using radio network key performance indicators. Robust, customized performance reports allow you to proactively address any issues as well as identify opportunities for product or service expansions.

SYSTEM MANAGEMENT SERVICE FEATURES

Network Event Monitoring

Remote Technical Support

Dispatch Service
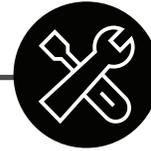
Onsite Infrastructure Response

System Performance Reports

EMBEDDED ESSENTIAL SERVICE FEATURES 5 YEARS OF

Premium Software Features

Software Maintenance and Updates

Hardware Repair
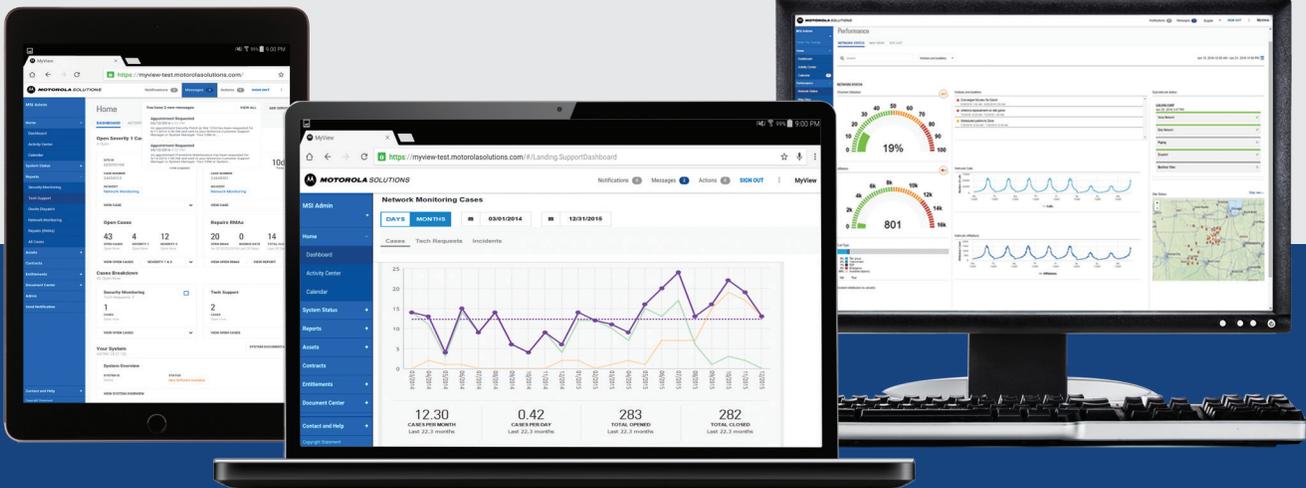
Customers onboarded into Partner Hub, and also have a MyView account will also be able to access system performance reports.

MYVIEW PORTAL

MyView Portal provides actionable insights into your business-critical operations, giving you the knowledge to make data-driven decisions that mitigate the risk of downtime and enhance network performance. With SystemAware, MyView Portal gives you valuable system, service and performance information whenever you need it.

MYVIEW PORTAL KEY FEATURES
- Service delivery information
- System performance reports
- Network event monitoring cases

For more information, visit **motorolasolutions.com/mototrbo-services**

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