



# Motorola Service Solutions

For the United States Military



## Introduction

The U.S. Military serves as the primary Federal Government organization responsible for maintaining security, protecting our nation's interests. Motorola understands the U.S. Military's unique challenges and the critical role that a secure, reliable, mission essential communications network plays in the Department of Defense's (DOD) ability to do its job. That's what keeps teams talking, operations moving forward, and people secure.

Motorola Service Solutions help ensure optimal efficiency, security and reliability of your mission essential networks because when your teams need to communicate, your network must be ready. And that's why many Federal Government organizations choose Motorola.

Getting the most from your communications system requires a well thought out plan supported by the right tools, the right processes and the right support team. For over 80 years, Motorola has designed, deployed and supported mission essential communications networks. With that level of experience, we have been able to develop focused service solutions that have helped organizations, agencies and operations around the world gain the greatest value and use from their communications solution.

Motorola's advanced services provide you with a risk management framework using results-oriented management tools to ensure your communications network remains secure, reliable and available. Motorola's proven processes allow our service teams, working in conjunction with you, to take the right actions and initiate rapid response to the task at hand, minimizing risk and ensuring operational continuity.

Managing, protecting and securing today's highly sophisticated IP-based, software-driven RF networks, especially in the Federal Government market, requires more than just knowing how to fix a unit when it breaks. It means deploying an end-to-end customized service solution that mitigates risk, ensures regulatory compliance, improves security, and protects your wireless devices, applications and networks from malicious attacks.

Leveraging deep expertise in mobility, security, and systems integration, Motorola offers a comprehensive portfolio of cost-effective, high performance services and applications. Designed for today's multi-vendor, multi-technology networks, Motorola's lifecycle services portfolio delivers optimal solutions and managed services to support the unique needs of the Department of Defense.

The unique offerings include a full suite of solutions around the following categories:

- **Design ~ Plan**
- **Deploy ~ Integrate**
- **Support ~ Maintain**
- **Enhance**
- **Secure**
- **Manage**

Disasters happen and when they do, radio communications are a lifeline. When a plane crashed at a U.S. Air Force base, ground staff relied upon radio communications to dispatch first responders, communicate with technicians on the flight line, and perform command and control. Afterwards, investigators used voice and data collected by the network to create After Action Reports and prepare recommendations for future improvement. Putting the processes in place to secure, protect and maintain the communications system ensured that when communications were needed, the network was ready.

# Solid answers to real world challenges - Advanced services that secure, protect and enhance usability of your communications system throughout the entire life cycle



## DESIGN ~ PLAN

With heightened attention to homeland security requiring agencies to communicate quickly and without fail, a Federal Government customer knew it had to strengthen communications between its 22 dispatch centers segmented into 11 autonomous regions throughout the country. Motorola brought in program management, systems engineers, technologists and support staff to meet with the customer, understand the issue, then designed a system that would allow consolidation of resources as well as streamlined and standardized internal processes. With the new solution in place, the customer improved performance and reduced costs through a multi-disciplined control point that enabled a high level of consistency throughout the 11 regions.

The journey begins when you identify the need for a new communications system, an upgrade, security strategy, regulatory compliance or any other action that will help you meet the changing priorities and communications requirements of your operation. This lays the foundation for the development of a strategic design and a solid project plan that will help you avoid unforeseen problems, stay on schedule and within budget and ensure that you deliver the security, capacity and scalability of an optimal communications solution.

Designing that solution requires an in-depth understanding of your operational needs, which is performed through an objective, comprehensive assessment that evaluates existing technology and how it meets your current operational requirements. Our experts work closely with you to understand your operational needs and develop a mobility strategy that will address security and convergence at the network,

operations, services and devices layers. Pulling together a complex multi-vendor, multi-technology system requires experts with the experience, skills and tools to identify best in class technologies and partner with only those vendors who offer the highest level of quality.

### Your advantage:

- **Assess needs:** Understand user needs and align with operational requirements
- **Reduce risk:** Articulate mobility needs and identify the appropriate solutions
- **Achieve mobility goals:** Identify gaps between existing technology and where you need to be
- **Anticipate capacity needs:** Ensure your system meets expectations from Day One

## DEPLOY ~ INTEGRATE

A large Federal Government operation with six large geographic regions throughout the United States required a digital land mobile overlay system to enable each region to leverage its existing networks and transition to its new interoperable nationwide network. From design review to coverage testing, Motorola worked with customer representatives across the country making sure all stakeholder needs were met.

**QUOTE:** "Motorola gave us an integration solution that completely met our needs. Although they were presented with some challenges, such as having to integrate geographically disparate zones, they really stepped up to the plate."

Like the conductor of a symphony orchestra turns disparate instruments into musical harmony,

ensuring the smooth, successful integration of your new system, upgrade or enhancement requires a single point of accountability to help you pull together hundreds of complex solution elements into a multi-technology, multi-vendor solution.

Motorola helps locate and acquire the best sites for your system and handles all of the myriad details from obtaining permits to ensuring regulatory compliance. Engineers perform site audits to confirm that the site meets Motorola's stringent R56 standards and minimizes site-related issues, including power line irregularities and the potential for excessive lightning hits. And Motorola performs advanced staging and testing of your solution in its Customer Center for Systems Integration, ensuring that when the system is shipped, a smooth and predictable deployment will result.

**Your advantage:**

- **Ensures smooth deployment:** Simplifies site installation with virtual "plug and play" build
- **Eliminates unpleasant surprises:** Detailed project planning identifies and addresses potential roadblocks
- **Controls cost:** Economies of scale and innovative design techniques ensure adherence to schedule and prevent cost overruns caused by delays
- **Uncompromised quality:** Preferred Agent and Supplier program provides access to highly qualified subcontractors

## SUPPORT ~ MAINTAIN

A Federal Government agency with a multi-site P25 system and over 50,000 mobile and portable radios managed their own communications system with a support and admin staff of around 300 employees. When technology began to outpace the technical staff's ability to keep up, the agency partnered with Motorola. Today, Motorola and the agency's support personnel work closely together to prioritize and resolve issues when they arise, improving systems availability and security.

**QUOTE:** "One of the true benefits of Motorola-provided services is having unlimited access to technical experts who are dedicated to keeping our system up and running."

The ability to prioritize your needs and address repair issues when needed is critical to maintaining operational continuity. A Motorola service plan can include anything from infrastructure and subscriber repair to technical consulting, scheduled preventive maintenance, security and network monitoring and technical training. Whether your in-house technical staff requires back-up support or you want us to provide end-to-end service, having a solid and customizable plan in place minimizes risk and ensures system availability.

**Your advantage:**

- **Customized support:** Menu of options help you customize the level of support you need
- **Budgetary control:** Planned maintenance costs help minimize or eliminate surprise expenses
- **Resources:** No need to staff in-house technical team for 24x7 availability
- **Quick turn-time:** Repairs are prioritized, often reducing repair times to just hours
- **Proactive support:** Network monitoring and filtered alarms allow technologists to react quickly to actionable data, often before you even know there is a problem.





## ENHANCE

With a large federal customer whom has system assets deployed across the country, there is a continual need to verify site system features and functionality work uniformly across the network, site to site. Motorola provides a managed system approach which reviews and adjusts critical functions at each sites to insure nationwide conformity at optimal performance levels. Operator training is also reviewed, so that the site personnel know how to implement system attributes when needed.

Motorola Enhance Services deliver solutions that augment your operational efficiency and reduce the complexity of managing a multi-technology, multi-vendor communications solution. From alerts that automatically coordinate disasters and emergency first response to applications that predict usage to help manage and deploy mobile units in the field, Motorola has developed services that just make sense.

Motorola brings decades of expertise and experience in the Federal Government environment to the development of services such as application business modeling and advisory services, network optimization for application readiness, platform migration, integration of mobile application solutions, application performance certification and hosting services.

### Your advantage:

- **Reduced complexity:** Easier management of infrastructure and multiple partners
- **Increased efficiency:** Seamless integration between applications and automatic audit trails to improve work flow
- **Faster response:** The right resources delivered to the right location at the right time
- **Improved site security:** Advanced analytics to monitor remote sites

## SECURE

### Information Assurance

In most cases, new P25 LMR systems are considered IT networks by the Department of Defense Services. DoD IT networks require an Authority to Operate (ATO) which requires the network to go through the DoD's Information Assurance Certification and Accreditation Process (DIACAP). As part of DIACAP, Information Assurance requirements for service personnel may be included and it is anticipated that in the near future, the 8570.1 personnel requirements will also apply to new Army and Marine P25 networks. Motorola has been proactive in meeting this requirement with its Federal Systems Technology technical team; System Support Center technical personnel; and by working closely with local Motorola Service Providers.

Information security threats are real and the operational impacts that arise from service disruption, data leakage, and privacy issues demand attention and risk mitigation. Disruption of service can cause an unprecedented security risk. Motorola Security Services professionals understand these threats and work to protect and defend information and information systems by ensuring confidentiality, integrity, authentication, availability, and non-repudiation and guide your security planning, design and execution to secure, monitor and protect your wired and wireless infrastructure environments.



Motorola takes an end-to-end approach to information assurance, looking at every possible source of vulnerability, including people, processes, policies and technologies that touch the network. Building on our certified security reference architectures, our Information Assurance Services provide defense-in-depth solutions, such as assessment services, penetration testing, network and security monitoring, pre-tested software, patch management and password management—all tailored to meet your unique and exacting operational requirements.

**Your advantage:**

- **Minimized risk:** Keeps your network and software safe from attack
- **Enhanced network reliability:** Threats are detected and addressed quickly
- **Improved regulatory compliance:** Monitors regulations and ensures compliance
- **Reduced downtime:** Decreases security vulnerability and minimizes network downtime

from your core mission of providing security, effective emergency response, disaster prevention/recovery and security.

Whether you need to augment your full time, dedicated, in-house technical staff on a day-to-day or as-needed basis, or you choose to outsource the management and operational responsibility of your network, Motorola's Managed Services gives you that flexibility. Whatever the scope, we can customize a solution that meets your needs, including a Build/Own/Operate option where Motorola builds, operates, and manages the technical operation/performance of your network.

Your advantage:

- **Minimized risk:** Helps you reduce investment risk and system responsibility
- **Accountability:** Network performance responsibility resides with Motorola
- **Direct Access:** To Motorola internal resources through your Motorola System Manager
- **Strategic:** Focus your staff on organizational priorities

## MANAGE

When a Federal Government agency decided to outsource operation of their secure communications system, they turned to Motorola. Under the customized service plan, Motorola maintained over 1,200 sites and thousands of subscribers worldwide. Motorola also took on the management of several Motorola Premier Service Partners, multiple manufacturers, and coordinated with four internal support organizations.

**QUOTE:** "As the equipment manufacturer of the system, Motorola offered the highest quality and the most cost effective solution with an enhanced service level."

A U.S. Military Command utilizes a Motorola Managed Services contract that provides uniform support across their computer and Land Mobile (LMR) networks. Motorola provides the core competence for consistent LMR support across 14 of the Command's installations for failure detection, on-site response, system restoration and cyber-security management requirements. Motorola works hand-in-hand with other IT support providers to ensure complete end-to-end network support and information assurance.

Ensuring communications-critical service levels, enabling cross-agency interoperability, region or nationwide coverage and assured service and response time all while improving Total Cost of Ownership can be an overwhelming, time-consuming task. Add to that mix the need to continuously keep up with new technologies and you have a serious demand on internal skills and resources, all of which can distract

### Motorola Resources, Tools, Proven Processes and Accountability

Motorola Service professionals share a single commitment – to deliver the most optimal and efficient solutions. Attention to quality is measured against key metrics that are rooted in Six Sigma and dedication to best practices frameworks including ISO9001, TL9000, and other industry standards.

Multiple quality measurements are used to measure performance and ensure the highest quality procedures are used, including (for our Support and Maintain services) speed of answer, same day issue resolution, and on-time service delivery.

When it comes to network performance, Key Performance Indicators ensure that system availability meets and exceeds contracted terms. Measurements include Quality of Service (QoS) threshold measurements; capacity and traffic monitoring to maintain optimum channel utilization; 5 9's to ensure system availability over time; site availability; and virus-intrusion attempt monitoring and reporting.

# Through every service activity, Motorola delivers...

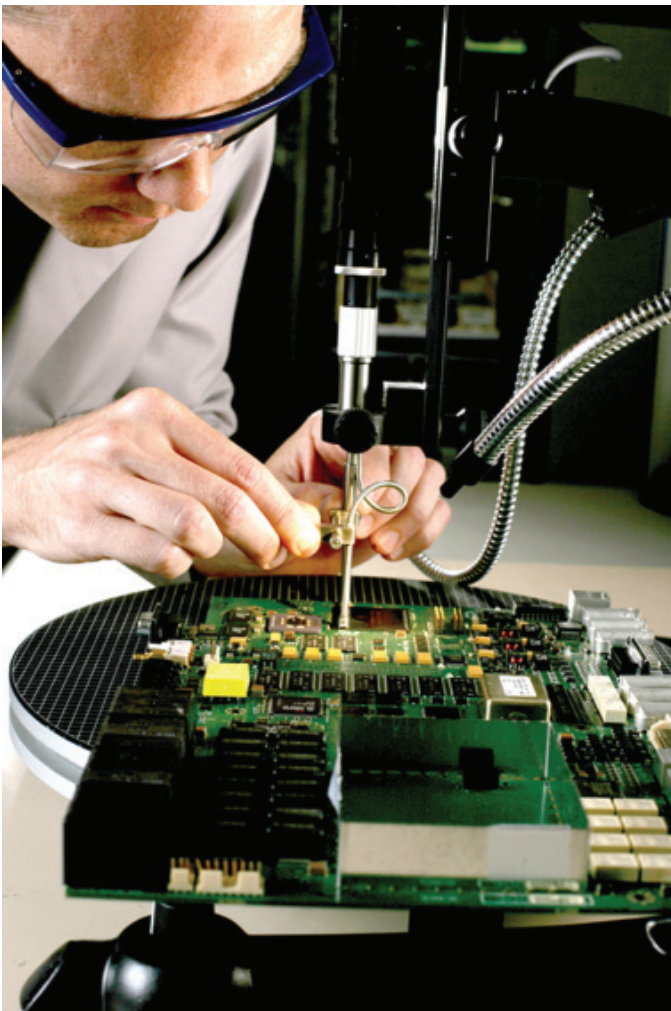
## Specialized facilities for Federal Government Operations

Many vendors take a one size fits all approach but Motorola understands that the Department of Defense does not fit neatly into that generic block. For that reason, we have developed both unique processes and customized facilities to provide the level of support required by our Federal Government customers.

## Motorola Federal Secure Support Center

Located within Motorola's state of the art System Support Center in Schaumburg, IL, the Motorola Federal Secure Support Center provides a highly secure environment from which to provide support unique to our Federal Government customers. The Federal Secure Support Center was built to meet NISPOM Chapter 5 physical standards, is secured with multiple physical access controls and video surveillance and serves as a standalone operation with dedicated monitoring and support resources. To ensure that the Federal Secure Support Center maintains the highest level of security:

- The Center has received TL9000 certification and is currently working with the Department of Defense to achieve Authority to Operate classification
- Motorola invests in its relationship with the U.S. Federal Government. Our personnel meet the requirements stated under DoDi 8570.1
- Monitoring, technical support and dispatch for Federal Government customers are conducted from within the secure facility
- All authorized Motorola support staff maintain appropriate government clearances and have access to only information required to support your networks
- Monitoring and case management databases reside on a dedicated, isolated network accessible only within the secure facility
- Remote management services are delivered through secure, encrypted connectivity



## Motorola Federal Technical Repair Center

This state of the art facility, located in Maryland, is dedicated to repairing, upgrading, converting, and providing other services for your Motorola radio and related equipment. Accredited, FCC-licensed technicians use computer-aided diagnostics, automated test equipment and follow ISO standards to restore even intrinsically safe radio equipment to meet the Department of Defense radio service needs.

For U.S. Military customers outside the continental United States (OCONUS), Motorola operates Repair Depots to support the U.S. Military in all regions of the world. Motorola's OCONUS Depots are located in Germany, Italy, Japan, Guam and Korea. These facilities are staffed with highly qualified and experienced technical professionals, and both depots are Factory Mutual (FM) certified to repair intrinsically-safe portable radios. In addition, these depots are authorized to repair and upgrade DES/DVP, DES-OFB, and AES subscriber equipment.

Additionally, Motorola has System Technologists operating 'in the field' all over the world, dedicated to serving U.S. Military users in these and other countries in which the DoD operates including unlimited access to Motorola's technical experts who are dedicated to keeping your system fully operational.

In the event that you decide to transition to a higher level or more active support, such as when you begin to experience staff attrition, staff reduction or the need to move your resources to other priorities, Motorola's service professionals are ready to help you develop a plan that will uniquely and cost effectively fit your needs. This highly collaborative approach lets you maintain ultimate control while ensuring that your communications system is fully supported.

## **Making the decision for in-house support or a Motorola Service Plan**

With the push to digital and Project 25, today's complex systems have become more challenging and require continuous training and expertise to stay abreast of next generation, developing technologies. Motorola's advanced services align with your specific operational needs and let you choose the level of support you need, whether it's providing a full team of experts or standing behind your own technical staff offering intervention as needed. Under this arrangement, Motorola and your support staff work closely together to resolve issues,

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## **Innovative ideas, proven solutions, one source - Motorola**

Motorola's in-depth and first-hand knowledge of mobility, communications processes, technologies and integrated solutions have been honed through more than 80 years of experience designing, building, maintaining and managing large, complex mobile networks. Our 6,500 Motorola Services professionals and over 8,000 world-class partners and certified subcontractors are backed by a global network of R&D centers and test labs, as well as Motorola service and support centers at local, regional and national levels. Few organizations can make that claim to offer such a complete range of professional services within the communications industry. Even fewer are prepared to deliver.

## **The bottom line**

No one knows better than the Department of Defense that planning is essential and that taking proactive measures to get the most from your communications investment will mitigate security risk, lower cost, ensure operational continuity and keep your people safe. Motorola's advanced services help you do just that. With sophisticated, flexible and customized offerings that let you choose from traditional maintenance to a full suite of service options that protect, enhance and manage your network. Motorola's experienced, trained, certified service personnel are ready to take full accountability for your communications system, letting you not only shift that challenge from your shoulders, but also lets you re-focus your own team on strategic activities that fulfill your core mission.

To learn more about how Motorola Services can help you take your network – and your organization – to the next level of performance, call your Motorola representative or go to [www.motorola.com/services/government](http://www.motorola.com/services/government).



[www.motorola.com/services/government](http://www.motorola.com/services/government)

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