



A Lifecycle Approach

A Lifecycle Approach to Advanced Services

Enhance the value of your investment in Motorola's enterprise mobility technology with our Lifecycle Services. They encompass all aspects of your enterprise mobility solution, from system planning and implementation through long-term management, support and repair. Motorola's Advanced Services are built upon a lifecycle approach that encompasses all aspects of your enterprise mobility solution, from system planning and implementation through long-term management, support and repair. The approach leverages the expertise of our Advanced Services team as well as the defined methodologies and reference architectures we've developed over years of deploying and supporting successful enterprise mobility solutions.

[Phase I: Planning and Assessment](#)

Planning and assessment are the critical first steps in determining how Motorola enterprise mobility products and expertise can help your business grow.

[Phase II: Analysis and Design](#)

Transform your alternatives into a solution using Motorola's analysis and design services, which let you focus on what you do best while we help you do it better.

[Phase III: Mobility Implementation](#)

Speed system deployment and minimize disruption to business with systems implementation services for efficient, cost-effective staging, installation and testing of your mobility solution.

[Phase IV: Management and Support](#)

Maintain and support your solution to keep your mobility investment paying off every day.

Phase I: Planning and Assessment



You have a good idea about how you'd like to improve operations; we have the experience and the knowledge to put it all together, make it work and keep it working. It begins with a careful analysis of your unique environment. We work with you, learn from you, and help you determine how enterprise mobility will help you achieve your goals for streamlining processes, getting better return on asset investment and driving overall productivity to higher levels.

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From site measurement and analysis to defining the optimal system rollout process, attention to detail during planning enables you to reduce hardware and software expenditures, minimize risk and deploy new technology with minimal impact on existing systems. We can also help you measure your in-house competency and determine which of our training courses will provide your team with the knowledge they need.

Planning and assessment benefits include:

- Lower implementation costs
- Assessment of expertise shortfalls, training opportunities
- Higher return on asset investment

Phase II: Analysis and Design



With direct access to our team of engineers, you can gain insight into how our emerging technologies can drive your enterprise mobility solution. We work with all levels of your organization to ensure we understand what's required — and we understand your goals. We expedite system analysis and supply you with detailed documentation and the application code essential to running your system. You're able to prepare your facility for the upcoming modifications, while we move forward with developing the infrastructure and devices you need to optimize network architecture and availability, streamline system management and squeeze greater efficiency out of your processes and operations.

Analysis and design benefits include:

- Better business decisions for implementation
- Decreased implementation risks
- Documentation to guide daily operation

Phase III: Mobility Implementation



Motorola Advanced Services help you rapidly and cost-effectively implement new and emerging technology in line with your business objectives, timelines and budget. No matter the scope of your solution, we have the experience and tools necessary to ensure minimal disruption to ongoing business. Throughout staging, integration, installation and testing, we help you keep operations running, while progressing with system improvements.

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Transforming your enterprise mobility solution from a concept to a working system often includes preparing infrastructure elements and mobile devices for use. Saving you time and expense, we'll provision and commission all the pieces vital to your system prior to bringing the complete implementation up and running. We configure and coordinate any design considerations, taking into account the system you have in place, including the functionality and integration characteristics of products from multiple vendors. Working through our Mobility Services Platform, we rapidly establish connectivity with every element to ensure they're operating at peak performance levels.

Our deep experience lets you rest assured, knowing we have the knowledge to cope with any unforeseen challenges. We're committed to seeing your mobility implementation through from start to finish.

Mobility implementation benefits include:

- Rapid configuration
- Integration of devices from disparate vendors
- Onsite troubleshooting and resolution
- Smoother deployment and faster start-up

Phase IV: Management and Support



Motorola provides an integrated total support plan for service, support and repair of your enterprise mobility products and solutions. We've used the knowledge gained from years of experience to develop a global support infrastructure to fully support you.

Motorola's management, maintenance and repair services help you get the maximum value from your mobile technology investment. Our service programs, from Service from the Start with Comprehensive Coverage and Advance Exchange to On Site System Support, are designed to meet your business requirements. Rapid problem resolution enables uninterrupted operations and lower operational expenses.

Our support centers provides easy access to a full range of service and support to keep your products operating at an optimal level. Available 24x7, the support center is the first line of support and your single point of contact for any technical problem, question or support issue you may have. We've set the industry standard by demanding the highest level of customer service responsiveness from each and every member of our highly trained staff. This means you get prompt results with most issues resolved on the first call.