



# MAINTAIN YOUR MOST IMPORTANT INVESTMENT AND ENABLE FEATURE ENHANCEMENTS WITH UPDATED SYSTEM SOFTWARE

## THE EVOLVING TWO-WAY RADIO SYSTEM

Multiple servers. Desktop consoles. Third party software. These are all standard components of your typical computer network, but these are also critical components of your ASTRO® 25 two-way radio system.

As technology and the APCO Project 25 standards continue to advance at an ever-quickenning pace, your ASTRO 25 system is becoming more similar to your IT network than two-way radio systems of the past decades. And much like your IT network, you will want to ensure that you are receiving the most value for your spend by accessing all features of your ASTRO 25 system, as well as reinforcing the system's security posture. It is more critical than ever that your system is optimized and running the latest software to ensure the longevity of your technology investment.

Having the most updated software versions provides you easy access to the latest features and enhancements of your ASTRO 25 system, which allows

your users to maximize their critical communications abilities. In addition, updated software security components provide an extra protection so you and your users can focus on the mission of your organization.

But managing software updates, ensuring the supporting hardware is sufficient and obtaining budget to procure these items can be a time-consuming and sometimes difficult task. This is where Motorola's Software Maintenance Agreement (SMA) service can help.

## THE EASIEST WAY TO CONSISTENTLY OPTIMIZE YOUR TECHNOLOGY

The Motorola SMA service is a lifecycle plan that safeguards and enhances ASTRO 25 operations and system components through continuous, scheduled software updates. In order to help ensure you can access all appropriate system and software features and enhancements; the SMA also includes software updates for all components of your system including embedded third party components, product

## DATA SHEET

### SOFTWARE MAINTENANCE AGREEMENT

programming software, as well as commercial operating system (OS) patch updates.

In addition, Motorola integrates all third-party OEM updates and pre-tests and certifies functionality and compatibility, mitigating risk to your system operation.

Just like your IT network, updating a P25 network is crucial. Regular updates can guarantee commercial software remains within the OEM support coverage and may provide operational enhancements for new and previously purchased features.

### **YOU HAVE CONTROL OF YOUR SYSTEM SOFTWARE... AND YOUR BUDGET**

Motorola's SMA is a flexible lifecycle management service that allows the system owner to implement updates on their own schedule without having to request budget for your software enhancements each time.

While giving you a simple, controlled approach to updating the system software, the SMA also provides up to an 80% cost savings compared to individual procurement of software updates. The fixed price annual software subscription allows you to budget for updates and mitigate unexpected changes to your future budget requests.

### **BE KNOWLEDGEABLE ABOUT YOUR SYSTEM SOFTWARE FEATURES**

Prior to your software being updated, you will likely need more information about the new features enhancements and potential impact to your ASTRO 25 system operation and its users.

As an option to your SMA service, Motorola offers change management assistance through our IMPACT training. This onsite training lasts an average of one day

and educates your system operators on the features of the current system release, while highlighting operational deltas. This allows you to initiate planning within your organization to prepare for the changes to your ASTRO 25 system, and fully integrate this plan into both existing and new technologies and processes to help ensure a smooth operational transition

Once installed, Motorola offers the IMPLEMENTATION training: an onsite, in-depth course lasting an average of 3 days that covers the specific features and enhancements that your organization will be implementing. This will help ensure that all users can effortlessly and seamlessly transition to the new capabilities without experiencing knowledge gaps that could disrupt operations.

### **THE MOTOROLA DIFFERENCE**

With 85 years of experience, Motorola Solutions understands the needs of two-way radio users and our Lifecycle Management services and training courses are designed to make sure that when you need it, your network will be available – and when your community needs the critical public safety services you provide, you will be available.

For more information about the Software Maintenance Agreement or the IMPACT/IMPLEMENTATION training courses, contact your Motorola sales representative or visit:

<http://www.motorolasolutions.com/promo/publicsafety/lifecycle-management.html>

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