



DIMETRA EXPRESS SERVICES

ENSURE CONTINUITY • ENHANCE PRODUCTIVITY • REDUCE RISK

When the unpredictable happens to your customer's network, our Essential and Advanced services will provide you with access to technical support teams and resources to troubleshoot and maintain the system efficiently. Drive performance with the right level of service.

ESSENTIAL

SUPPORT FOR TECHNICIANS WHEN NEEDED

With one call to Solutions Support Center, our experienced engineers will diagnose and troubleshoot any network issues. These dedicated professionals have access to documented and repeatable solutions and labs to recreate your conditions for more effective troubleshooting.

ENHANCE OPERATIONS WITH UPDATED SOFTWARE

Regular software updates protect your customers' networks and enhance operations to extend the lifespan of their DIMETRA Express systems. Invest in planned software updates to minimise unforeseen costs and service disruptions.

Software updates apply to all Motorola Solutions components within a network. All software releases are pre-tested and certified to ensure full functionality and compatibility with your customers' networks to mitigate any impact to performance. Once the software is validated, you can download and install when you are ready.

ESSENTIAL PLUS

MINIMIZE SERVICE DISRUPTION

When unexpected system disruptions occur, our certified engineers are available 24 hours a day, 7 days a week to troubleshoot the critical faults until resolved. Timely and accurate diagnosis and resolution assures that the systems are back in service with expert support you can count on.

ADVANCED

EFFICIENTLY UPDATE YOUR TECHNOLOGY

Extend the lifespan of your customers' DIMETRA Express systems with software and server replacement. Obtain the necessary network updates required to maintain them with the highest level of support from Motorola Solutions.

With Network Updates, you are in control. It provides a cost-effective way of maintaining your customers' systems, and with built in technology refreshes cycles it prepares the systems for the future.

ADDITIONAL SERVICE SUPPORT

Network Hardware Repair support can be added to any Essential or Advanced service package, giving you the confidence that any faulty equipment will be repaired to the highest quality standards.

Optional Network Hardware Repair for all Motorola Solutions manufactured equipment and select third-party vendors. Timely and accurate diagnosis and repair assures that all equipment that is sent to us is repaired to factory specifications with the initial firmware installed.

Optional Network Hardware Repair with Advanced Replacement provides fast dispatch of replacement unit in the event of a critical system failure.





UNMATCHED SERVICE DELIVERY

SOLUTIONS SUPPORT CENTRE

Our goal is to help you maintain continuous system uptime and availability. Rely on us for all of your service and repair needs. Our Solutions Support Centre is the cornerstone of our customer care and service delivery staffed by experienced system engineers. It includes our globally standardised, ISO 9001 certified Network and Security Operations Centres (NOC/SOC) that leverage common service platforms for remote event monitoring, management and issue resolution to minimise downtime and disruption.

Motorola Solutions continuously invests in resources, as well as in sophisticated test lab, tools, applications, and proven repeatable methodologies that ensure your customers' networks maintain absolute availability.

STATE-OF-THE-ART REPAIR DEPOT

Our ISO 9001-certified procedures ensure your equipment is quickly returned to the highest quality standards. Trained and certified technicians utilise sophisticated, automated test equipment to analyse, isolate and repair your equipment. Expected turnaround time may vary by country due to specific local customs procedures. Contact your Customer Service Manager for more details.

AT-A-GLANCE

SERVICES	ESSENTIAL	ESSENTIAL PLUS	ADVANCED
Network Updates			
24x7x365 Remote Technical Support - Critical Faults			
¹ 8x5 Remote Technical Support	Yes		
¹ Non-Technical Support		Yes	
Software Updates			Yes
Optional Network Hardware Repair		Yes	Yes

The 3 or 6 years Essential and Essential Plus services and the 6 years Advanced services support DIMETRA Express system. Network Hardware Repair with Shipping or with Advanced Replacement service is optional and accessible upon request.

¹9am-5pm CET, Mon-Fri excluding Poland public holidays.

For more information on Motorola Solutions DIMETRA Express Services, please contact your Customer Service Manager or visit www.motorolasolutions.com/services

