



# SERVICES FOR PREMIERONE™

PremiereOne services provide expert technical support, software updates, hardware repairs, and solutions to minimize downtime and service disruptions to your agency operations. These services are available for PremierOne CAD (Computer Aided Dispatch), Mobile and Records.

## ESSENTIAL SERVICES

### Technical Support

If your PremierOne solution is experiencing software and hardware issues, you need access to technical resources that are experienced in managing mission critical technologies. Our skilled technicians provide telephone consultations Monday-Friday, 8x5 local time and 24x7 for severity 1 cases. We help you identify, diagnose and resolve any issues. We apply leading industry standards in recording, monitoring, escalating and reporting for technical support calls to ensure solution issues are rapidly resolved.

### Software Updates

Software updates improve performance and minimize service disruptions. To protect your PremierOne solution from known defects, we provide patch releases that have been analyzed, pre-tested and certified in Motorola Solutions' Systems Integration Test lab. All software release types are available to our services customers.

## Hardware Repair

Hardware repair is provided for PremierOne components. Using state-of-the-art diagnostics equipment, repair tools and replacement parts, factory trained and certified repair technicians troubleshoot, analyze, test, and repair affected equipment to return it back to factory specifications.

## ADVANCED SERVICES

### Comprehensive Solution Monitoring

With Advanced Services, you get the added value of solution monitoring to consolidate, filter and correlate alerts to determine the impact and next steps for resolving issues. Whether the incident is related to PremierOne software, devices that interface with the solution, or the edge of your network, our highly trained technologists will quickly diagnose the issue and provide a timely resolution to keep your operations running smoothly.

## MYVIEW PORTAL

### Enhanced Solution Visibility

MyView Portal gives you clear visibility into your entitlements and maintenance needs—giving you the flexibility to make smarter, faster and more proactive decisions.

