

GET ACCESS TO THE LATEST SYSTEM FUNCTIONALITY AND SECURITY FEATURES

LIFECYCLE MANAGEMENT SERVICES

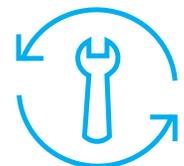
Your communication network is a set of sophisticated IT interdependent technologies; base stations, site controllers, routers, LAN switches, servers, dispatch consoles, operating system software and more – each component with its unique lifespan. And like any other IT system it requires periodic technology updates so that your system can stay current and future-proof.

COMPLEX TECHNOLOGY REQUIRES UPDATES

Aging systems, if left alone, will impact system performance and are susceptible to cyber attacks. Today's IP based mission-critical networks require periodic upgrades to remain resilient and secure. However, large technology refresh implementations are complex. A change or upgrade to one component may adversely impact another. Managing all of these functionalities, each on a different timeline, can be a challenge. Ensuring that system changes do not impact network availability is extremely critical.

DO YOU HAVE A LIFECYCLE PLAN?

According to a 2018 survey of system managers, 23% said they were planning to establish a lifecycle management plan in the next 12 months¹. Putting together a lifecycle plan is not easy and can be a challenging and time-consuming process for organizations that are dealing with multiple technologies and sites. It requires dedicated resources, specific tools and deep expertise in system management, maintenance and performance of mission-critical networks. That's why many agencies and organizations are turning to lifecycle management services to keep their system current.

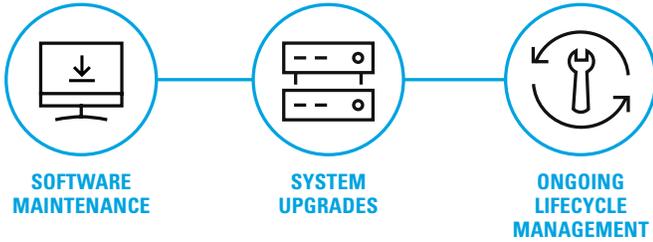


23%
OF LMR MANAGERS
WILL ESTABLISH
A LIFECYCLE
MANAGEMENT
PLAN IN THE NEXT
12 MONTHS¹

LIFECYCLE MANAGEMENT SERVICES IMPROVE SYSTEM PERFORMANCE AND SECURITY

Motorola Solutions has a range of lifecycle management services that address technology refreshes, security and information assurance for ongoing system reliability and resilience. Specifically the services are software maintenance, system upgrades and ongoing lifecycle management.





SOFTWARE MAINTENANCE

This complements the lifecycle of the system by providing periodic software updates which safeguard, improve performance and extend the lifespan of the system. We not only provide a simple approach to updating the system, but can also deliver up to 80% cost savings when compared to individual procurement of software updates.

SYSTEM UPGRADES (SUS)

We bring a comprehensive approach to system technology refresh, including hardware, software and implementation services. As new system releases become available, we work with you to upgrade software or hardware or both pertaining to base stations, site controllers, comparators, routers, LAN switches, servers, dispatch consoles, logging equipment, network management terminals, network security devices such as firewalls and intrusion detection sensors, and more – onsite or remotely. Ensuring that system upgrades do not impact network availability causing business disruption requires proper planning, extensive testing, flawless implementation and post upgrade training. Steps include:

- **Planning and Preparation:** Our experts conduct a detailed infrastructure audit to identify and validate the required software and hardware upgrades. We define and communicate equipment requirements, field installation and engineering support along with impact to system users during the actual field upgrade implementation.
- **System Readiness:** We perform extensive testing, system pre-checks and back ups to ensure network functionality is not impacted. We have the ability to accurately predict and communicate any impact to the systems during the actual upgrade. This helps maximize uptime and minimize operational disruption for the end users.
- **Implementation and Completion:** Upon completion, all certified system upgrade deliverables are validated and a post upgrade training is delivered to you.

LIFECYCLE CONSULTATION

Our consultants work very closely with you to conduct periodic system assessments and adopt a cadence of communication to keep you informed of upcoming lifecycle changes and recommended strategy.

MOTOROLA SOLUTIONS - YOUR TRUSTED PARTNER

We believe that our set of highly knowledgeable people with industry certifications and mission-critical expertise, industry leading ITIL process for centralized service delivery and governance and state-of-the-art automation and analytics tools enables us to uniquely deliver enhanced lifecycle management services that address your needs today and in the future.

GLOBAL EXPERIENCE

4M

USERS UNDER OUR MANAGED SERVICE

3 DAYS

AVERAGE TIME TO DO AN UPGRADE

13K

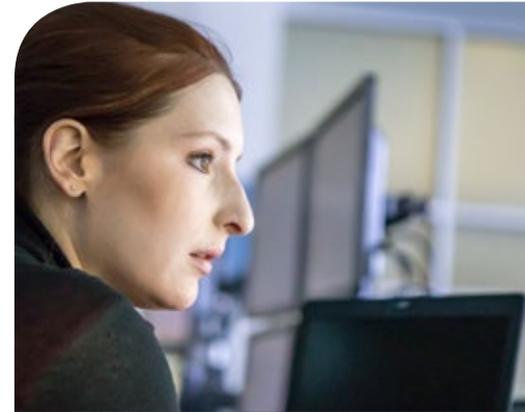
SYSTEMS INSTALLED

100K

CUSTOMERS ACROSS 100 COUNTRIES

90+

YEARS OF EXPERIENCE



OPTIMAL PERFORMANCE DELIVERED

90% of existing Motorola Solutions customers prefer to upgrade their system through our lifecycle management services. Our lifecycle management services help system owners maintain and secure their system while reducing their Total Cost of Ownership (TCO) over the operational life of the system. Mission-critical systems are periodically updated and patched to ensure that they are secure and perform at an optimal level.

For more information about our Lifecycle Management Services, contact your Motorola Solutions representative or visit our website at www.motorolasolutions.com/services



Resources

1 <https://www.eengineering.com/downloads/motorola/motorola-solutions-lmr-services-survey-report.pdf>