



DIMETRA SMALL SYSTEMS SUPPORT SERVICES

SERVICE FROM THE START

SETTING A NEW STANDARD FOR SERVICE

When operating in a communications-dependent environment, system downtime is not an option. You need the peace of mind that availability is optimised and system users can communicate as required. In the event of an outage, you need a contingency and support plan to ensure challenges are overcome seamlessly. Service from the Start for Dimetra Small Systems can meet these needs.

TAILORED TO YOUR NEEDS

Service from the Start for Dimetra Small Systems is available on Dimetra IP Compact and Dimetra IP Micro in two bundles: Essential and Advanced. The Essential bundle helps increase system uptime with expert 24x7x365 telephone and email technical support. In addition to 24x7x365 technical support, the Advanced bundle protects your system with access to the latest pre-tested anti-virus updates. Hardware repair of non-critical system components is also included along with the Advance Exchange service, which, in the event of a critical failure on your system, provides next-business day dispatch of replacement hardware. Both bundles are backed by Motorola's globally integrated services infrastructure, highly qualified support technicians and strong partner community to provide the investment protection you require.

REDUCE YOUR RISK

With Service from the Start for Dimetra Small Systems, you can rest assured that technical support queries are dealt with promptly to help ensure your service level agreements. Motorola's technical experts work with you and your Motorola partner, as required, to isolate and diagnose equipment issues and provide replacement hardware if necessary. This enables you to focus on the mission of your organisation, not the upkeep of your technology.

LOWER YOUR TOTAL COST OF OWNERSHIP

Adding Service from the Start to your Dimetra Small System gives you multi-year support, advance exchange hardware replacement and security coverage, providing the proactive protection to reduce total cost of ownership. And being able to budget in advance for your system's maintenance needs gives you the peace of mind that you will not incur unexpected support or replacement hardware costs.

PEACE OF MIND

Service from the Start for Dimetra Small Systems adds an additional layer of protection beyond what you receive with a standard warranty. Pre-tested anti-virus updates help ensure your anti-virus software is working properly to help guard your system against viruses, trojans and malicious attacks, which could cripple your system's functioning capacity. Motorola pre-tests all updates before distribution to ensure that there will be no system interference when the updates are deployed. Combined with hardware Advance Exchange and technical support, Service from the Start for Dimetra Small Systems can provide you peace of mind that your system is receiving best-in-class support from Motorola and your local partner.

THE SERVICE FROM THE START DIFFERENCE

When you choose Service from the Start, you get the expertise and guidance from the teams who know the most intricate functions of your Dimetra Small System to resolve issues in the quickest possible time. As the designer and original equipment manufacturer, who better than Motorola to understand how to support Motorola systems?

SPECIFICATION SHEET

DIMETRA SMALL SYSTEMS SUPPORT SERVICES

Motorola is uniquely placed to provide the service you need to help make sure your system is operating efficiently and has a strong security posture.

CUSTOMISE YOUR DIMETRA SMALL SYSTEM SUPPORT

To ensure our service meets your needs, we have a range of options you can add to your Service from the Start contract. Want an annual alignment of your Dimetra Small System to manufacturer specifications? Motorola offers Preventive Maintenance. Or select our TETRA RF Automated Coverage and Evaluation Solution (TRACES) to receive automated, continual visibility of network coverage

and performance. In addition, make sure your operating system's security features remain updated with the Operating System Patching Service. These are a few of the many service options available to give you a tailored support program for your Dimetra Small System.

SERVICES EXPERTISE ACROSS THE TETRA LIFECYCLE

Motorola offers a complete portfolio of services across the TETRA lifecycle – from solution planning and design to deployment and ongoing management and support – to help plan, implement and run your mission critical network.

For further information about Service from the Start, or any of our services, contact your Motorola sales representative or visit motorolasolutions.com/services.

AT-A-GLANCE: Service from the Start for Dimetra Small Systems

	WARRANTY	SERVICE FROM THE START ESSENTIAL	SERVICE FROM THE START ADVANCED
Coverage Period	1 year	Up to 5 years	Up to 5 years
Remote Technical Support	8x5	24x7x365	24x7x365
Service Pack Updates	✓	✓	✓
Customer Support Manager		✓	✓
Repair	✓	✓ ¹	✓
Advance Exchange of Critical Field Replacement Units			Next business day unit dispatch ²
Pre-Tested Anti-Virus Updates			✓ ³

¹ Repair is available as an option when purchasing SFS Essential

² For calls received before 17:00 CET, the unit will be shipped the following business day

³ Dimetra IP Compact only