



TURN YOUR ORGANIZATION'S GOALS INTO AN ACTIONABLE PLAN

MOTOROLA PROFESSIONAL SERVICES FOR GOVERNMENT OPERATIONS



THE CHALLENGE

CONFLICTING NEEDS. CHANGING TECHNOLOGIES. COMPLEX SOLUTIONS.

Whether you are a police chief seeking to prevent crime or a CIO focused on making your agency more progressive, the runaway pace of mobility can be immobilizing. How will you manage increasingly complex mission critical solutions? Meet the evolving needs of your citizens? Avoid technological obsolescence and achieve a meaningful return on your investment?

You've set specific goals for your organization that must be met. For the mayor of a city, these might be meeting key performance indicators or fighting urban blight. For the head of a law enforcement agency, increasing officer safety, reducing crime and boosting conviction and closure rates could top the list.

Even with concrete goals, your agency might not have a unified technology strategy. You may have conflicting needs among stakeholders or piecemeal products from various vendors that must be integrated into a cohesive solution. Perhaps persistent constraints on your budget and staff are handcuffing your capabilities.

How do you keep up with technology, prove the value of your spend and manage resources more efficiently?



Almost 75% of government CIOs report their IT budgets are flat or increasing – enabling them to seek ways to deliver and manage IT services more effectively and efficiently.¹

THE SOLUTION

MOTOROLA PROFESSIONAL SERVICES

Motorola has decades of experience helping our customers leverage technology to advance their organization's objectives. With this experience, we can help you move nimbly from concept to action plan using a five-step engagement model based on Lean Six Sigma. Lean Six Sigma is the proven methodology Motorola pioneered nearly thirty years ago that we rely on to improve our own products. We bring that same transformational concept to public safety agencies the world over to help them achieve their next generation objectives.

We'll map out your needs, help you prioritize what's important, convert them into a reference architecture that details your agency's networks, applications and devices. We'll bring your teams together to collaborate, put the tools in place to help you rapidly deploy, and then validate them to ensure they meet your performance targets and expectations.

Whether you're interested in one aspect – a technology assessment or application design for example – or prefer a holistic approach incorporating all steps, our Professional Services can speed your move to the right new technology. We'll help ensure you optimize your existing investment and meet your organizational objectives.

TOP 3 BUSINESS PRIORITIES FOR GOVERNMENT CIOs²



1. DELIVERING OPERATIONAL RESULTS

2. IMPROVING IT APPLICATIONS AND INFRASTRUCTURE

3. REDUCING ENTERPRISE COSTS



84% of IT decision-makers say outdated technology is one of the biggest challenges to ensuring public safety.³

53% of decision-makers want help in navigating the alternatives and avoiding potential land mines for their technology purchases.⁴

PLANNING

Our Professional Services team works with you to understand what you need to accomplish your vision – whether it's reducing crime by a set percentage, shaving minutes off response time or deploying next generation mobility devices in the field. We'll assess your current technology, benchmark operational processes, analyze ROI and provide a map for continuous returns down the road.

OPERATIONAL BENCHMARKING AND MOBILITY ASSESSMENTS

GET A CREDIBLE ROADMAP AND METRICS OF WHERE YOU WANT TO BE

Our team will help you determine the right technology solutions and network architecture for your organization. Using our Lean Six Sigma best practices and DMAIC (Define, Measure, Analyze, Improve and Control) process, we work with you to gauge where your organization is today, where it needs to be and what needs to happen to get you there.

Our highly-effective design tools, templates and models help you predict demand for new services and understand what system elements must change. This overarching view can improve your decision-making and cost-savings and accelerate your time to implementation.

EVALUATE YOUR EXISTING TECHNOLOGY TO IMPROVE ROI

Like many organizations, you may find that as your mobile applications increase in number and variety so do the challenges associated with their performance and availability. This is where a mobility assessment can prove invaluable.

Our team will analyze your existing technology, pinpoint any performance issues and provide detailed recommendations to resolve them. This process can help your organization prepare for a future upgrade as well as maximize the ROI of your current technology.



MOBILITY STRATEGY AND VISIONING

CREATE A HOLISTIC VIEW WITH OBSERVATIONAL RESEARCH AND ON-SITE SESSIONS

During this collaborative event, we conduct observational research, on-site interviews and information-gathering exercises with your key stakeholders. The goal is to reach a reference architecture or blueprint of private and public access networks, mobile and command applications, devices and more. With one holistic view, you'll see what your organization has today and determine where you want to go.

65% of decision-makers say they will give their business to the company that turns their IT vision into reality.⁴



DESIGN

Once your needs are identified and assessments completed, our Design Service team will develop the technical design your organization requires to provide ample support for your planned mobility solutions. You'll walk away from this phase with a comprehensive technical architecture plan which will be your blueprint for implementation.



Government CIOs say improving IT management and governance is their top priority in 2013.⁵

NETWORK AND APPLICATION ASSESSMENTS

READY YOUR NETWORK FOR NEW APPS, MOBILE DEVICES AND UPGRADES

We'll help you determine if your current network can support your planned mobile devices, applications and connectivity with new broadband or wireless networks. This includes reviewing your existing IP network infrastructure and policies against the requirements for a new mobility solution.

We'll examine your current and planned facility layouts, physical and logical architectures and operational processes. After the assessment, you will be provided with a final report that details gaps and offers specific recommendations to bridge them.

APPLICATION DESIGN AND PORTING

ENSURE APPLICATIONS MOVE SEAMLESSLY TO NEW TECHNOLOGY

When you are ready to integrate a new technology, we can ensure your existing applications move seamlessly to new devices. Our RhoMobile suite enables you to use your applications simultaneously on any number of different devices – including the enterprise-class ones you buy and those your people bring from home.

You can rely on uninterrupted service and the same level of quality and availability as before. We also help with mobile application development and application optimization so you keep pace with change and combat obsolescence.



OPERATIONAL PILOT

DEMONSTRATE READINESS FOR ROLL-OUT

Once a technical architecture plan is prepared, we will help you set it up and train your users on the solution. We believe the proof of our promise is in the real world environment. That's why we'll scope and plan an operational pilot that rolls out ported applications on devices to a subset of your users and provide support in the field.

We'll measure operations before and after the pilot, solicit feedback to refine the roll-out strategy, make any adjustments and verify ROI. By taking this step with officers, dispatchers and investigators, your users play a critical role in the optimization of the solution. And, in turn, you can be confident your technology is ready to be deployed to best suit your needs.

THE BENEFITS

IMPROVE YOUR OPERATIONAL EFFICIENCY AND THE PUBLIC'S EXPERIENCE

Our Professional Services team can help your agency improve its efficiency and effectiveness so you can keep officers on the street, increase their availability and shorten response time. We'll show you how to combat an expanding crime population in your community without increasing the size of your police force.

If you're uncertain how to optimize your police force or increase the span of control of each officer, we can help you make the most of your architecture. You'll learn how to increase your capabilities and competencies by integrating both existing and new technologies.

Together we can prioritize your investments for the greatest return. Mobilize your organization to achieve its envisioned results. And enact strategies that differentiate your department, forge interoperability with other agencies and strengthen public safety for your citizens.

PROFESSIONAL SERVICES HAS THE FIREPOWER TO HELP YOU

REDUCE AND PREVENT CRIME

STRENGTHEN PARTNERSHIPS WITH
YOUR COMMUNITY

PROMOTE INTEROPERABILITY WITH
OTHER AGENCIES

USE TECHNOLOGY TO MULTIPLY THE
POWER OF YOUR POLICE FORCE



SOURCES

1. 2013 CIO Agenda Survey, Gartner, Inc., May 2013
2. 2013 Top 10 Government CIO Business Priorities, Gartner, Inc., May 2013
3. Motorola Solutions Public Safety Communications Technology Survey, KRC Research 2012
4. Forrester Research, Inc., 2011
5. 2013 Top 10 Government CIO Strategic Priorities, Gartner, Inc., May 2013

To turn your organization's goals into an actionable plan,
visit motorolasolutions.com/services.

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