



MISSION-CRITICAL RESPONSE IN TIMES OF CATASTROPHE

HOW MOTOROLA SOLUTIONS' END-TO-END MISSION-CRITICAL ECOSYSTEM HELPS YOU PREPARE

PROBLEM

A massive hurricane lashes a coastal area, toppling structures and injuring thousands. A cyber hacker gains access to city-wide security cameras at the same time an organized event is scheduled to begin. Growing social unrest results in widespread protests and isolated rioting. A pandemic – like COVID-19 – spreads across the globe, increasing pressure on critical infrastructure and impacting community health and safety.

Beyond the day-to-day requirements of the job, your team needs to be able to connect and communicate effectively and efficiently in a crisis. Radios and networks must work – even when faced with high winds, flooding, power outages and more. Emergency calls must connect instantly. Resources across jurisdictions must collaborate and deploy quickly. Personnel need to be able to focus on response and rescue efforts.

Catastrophic events are unpredictable. Make sure your organization is prepared.

SOLUTION

At Motorola Solutions, our end-to-end mission-critical ecosystem of solutions is designed to help you and your team prepare, react and respond to catastrophic events if and when they happen.

AGENCY INTEROPERABILITY

The growing size and complexity of both manmade and natural incidents increasingly require a coordinated response. Cross-jurisdictional voice and data communication is key to ensuring the required teams are able to work together and provide the collaborative response necessary to protect life and property. Our cloud-based interoperability solution enables you to seamlessly connect with other agencies using different technologies including land mobile radio (LMR) and long term evolution (LTE).

Unlike legacy interoperability solutions, cloud-based operation cuts down on the time required to set up and provision communications among two or more agencies, with a two-click process that instantly connects systems

and establishes first responder group calls in under a second. Emergency response groups can be pre-programmed and ready to activate at a moments notice— reducing reaction times and increasing efficiency when every second matters.

Security partitioning allows multiple agencies to share the same secure, virtual system while maintaining independent operations. For day-to-day activities, cross information sharing is turned off, allowing each agency to operate autonomously. However, in emergencies or catastrophe, the network administrator can enable interoperability for a fully coordinated response.

With quick, simple, flexible and scalable communications, our solution helps to foster inter-agency cooperation and collaboration – providing you with the peace of mind that critical teams can easily coordinate a response when you need them most.

TECHNOLOGY INTEGRATION

We offer the only end-to-end mission-critical ecosystem encompassing mission-critical communications, command center software, and video security and analytics. Unifying radio and broadband communications, software solutions and video technology into a single platform provides you with insights to drive meaningful changes and provide responders with critical information before they arrive on the scene.

Integration means there is no need to juggle multiple devices and operating systems. This helps to eliminate distractions, keeping your team safe and focused on the task at hand. In addition, streamlined and automated workflows save critical time, help to reduce human error and drive efficiency when you need it most. Because the only thing your team should worry about is their job – not their technology.

TACTICAL DEPLOYMENT

While mission-critical systems are purpose-built to be resilient, natural disasters and other catastrophic events can put immense stress on your operations. Should the need for supplemental radio network coverage or capacity arise during a disaster, we have rapidly deployable network solutions to provide back-up coverage.

Rapidly deployable radio sites and broadband systems are immediately available to ensure your critical communications are in place every minute of every day – even if nothing else is. Even in areas where all infrastructure has been destroyed or disabled, our portable ecosystem can reestablish communications and provide continuous operations.

NETWORK RESILIENCY

When lives are at stake and every second counts, communications simply cannot fail. Mission-critical networks ensure that they won't with their purpose-built design. For a system to be considered mission critical, it must be inherently reliable and resilient.

Extensive back-ups and redundancies built into the very core of mission-critical systems to prevent communication gaps and losses. From the very beginning, operating systems are hardened to disable unnecessary services. Sites are equipped with redundant controllers, repeaters and links ensure maximum wide area availability.

Mission-critical radio systems have back-ups for their back-ups. Multiple levels of redundancies for key elements and fallback modes are specifically built into the networks to minimize service disruptions and stoppages – even in the most extreme conditions. Geographic redundancy with multiple zones and cores enable the zone to act as its own network if the connection to the main core goes down. Fallback modes incorporate a second core in case the main core goes down. In addition, local site trunking ensures that if part of a network goes down or is disconnected, the local site continues to operate, and users are still able to communicate.

A fully resilient network can withstand multiple single point failures in its core before functionality is affected. The system also features a range of capabilities designed to maintain continuity of voice and data services, even under catastrophic conditions that would cause most networks to fail.

MANAGED SERVICES

Uninterrupted availability and peak effectiveness of your mission-critical communication systems is crucial. But your agency should be focused on its core mission, not the upkeep of IT systems and infrastructure. With our managed services solution, we oversee your entire mission-critical ecosystem, with technical support, monitoring and management, and cybersecurity services.

Through our Network Operations Center, we offer robust and proactive network infrastructure monitoring and incident management services – any day, any time. Our automatic network monitoring detects and identifies network issues in minutes while a seasoned team of network engineers and technicians are on hand to ensure that they are resolved as quickly as possible. Reporting services provide near real-time visibility into network performance and capacity while continuous data analysis improves ongoing system management, preventing issues when possible and troubleshooting when needed.

And in the case of emergencies or disasters, multiple teams within Motorola Solutions are activated for real-time, hands-on support and communication. Regardless of the situation, managed services allow you to focus on your mission, not the technology while providing you with the knowledge that your mission-critical operations are always on and always secure.

For more information on how Motorola Solutions can help you be prepared, contact your sales representative.

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