



SERVICES FOR ASTRO RADIO SYSTEMS

**KEEP YOUR SYSTEM OPERATING AT PEAK PERFORMANCE
WITH SERVICE AND SUPPORT PACKAGES**



A CONTINUUM OF EXPERT SERVICES

When the unpredictable happens to your ASTRO® radio system, get access to technical support teams and resources for troubleshooting and maintenance.

We can help you achieve your performance targets with the service level you need for your ASTRO radio system. Our different levels of support allow for flexibility to best match your requirements. Each package, from Essential to Premier, provides a higher level of support, transferring the risk and responsibility to Motorola Solutions.

DRIVE YOUR PERFORMANCE WITH THE RIGHT LEVEL OF SERVICE

RISK & RESPONSIBILITY



ENSURE CONTINUITY • ENHANCE PRODUCTIVITY • REDUCE RISK



ESSENTIAL

SUPPORT WHEN YOU NEED IT

When the unpredictable happens to your radio system, get access to technical support teams and resources for troubleshooting and maintenance. Choose from two levels of support, Essentials or Essential Plus.

REMOTE TECHNICAL SUPPORT

FOR YOUR TECHNICIANS

Get the help you need with access to experienced technologists to help troubleshoot and resolve system issues. Technical Support is delivered remotely by a staff of specialists skilled in diagnosis and swift resolution of system performance and operational issues.

NETWORK HARDWARE REPAIR

MINIMIZE SERVICE DISRUPTION

We provide network hardware repair for Motorola Solutions manufactured and select third-party equipment. Our technicians troubleshoot, analyze, test and repair your equipment at our centralized facility. You will experience expert, high-quality, reliable support for rapid turnaround and all equipment you send to us is returned to factory specifications and updated with the latest firmware.

SECURITY UPDATE SERVICE (SUS)

MITIGATE CYBERSECURITY THREATS

To help you maintain the operational integrity of your ASTRO radio system and minimize cybersecurity risk, we provide the latest security updates pre-tested in our dedicated system test environments running the same software version as your radio system to ensure no service disruption. Once validated, you can download and install at your convenience.

ESSENTIAL PLUS

ADDED FIELD SERVICES TO MINIMIZE DOWNTIME

Services available in this package includes everything in Essential, as well as the following:

ONSITE INFRASTRUCTURE RESPONSE

MINIMIZE UNEXPECTED DOWNTIME

Your system response and restoration process begins immediately with one phone call. We will dispatch a local field technician to the affected site to help restore operations. We will run diagnostics to identify defective components and repair or replace them as appropriate. Case management and escalation procedures are in place to help ensure rapid response times.

PREVENTATIVE MAINTENANCE

MAXIMIZE PERFORMANCE

Our qualified field technicians will perform routine hands-on maintenance of key radio system components to preserve the reliability and original manufacturers specifications. This includes alignment and testing of key network components, as well as the verification of software and firmware updates.

	ESSENTIAL	ESSENTIAL PLUS
Preventative Maintenance		✓
Onsite Infrastructure Response		✓
Security Update Service (SUS)	✓	✓
Network Hardware Repair	✓	✓
Remote technical support	✓	✓

ADVANCED SERVICES

ADVANCED

IMPROVE RESPONSE AND CONTINUITY

The emphasis for Advanced Services is on providing a fast response to ASTRO radio system issues by utilizing our qualified technicians to analyze and diagnose your system, as well as deliver routine maintenance. Two levels of support allow for flexibility to match your requirements. The Advanced Services includes the Essential Plus as well as the following:

NETWORK EVENT MONITORING

RELY ON US TO MONITOR YOUR SYSTEM

When your users operate 24/7, you need someone who can keep watch over your radio system 24/7. We assess each alert with advanced event detection and use correlation algorithms to help determine the best to response. We will restore operation remotely when possible or dispatch a local field technician when a hands-on approach is needed.

CONFIGURATION MANAGEMENT

SEE THE FULL PICTURE

Understanding the current system configuration is the first step in resolving issues. Our Service Configuration Portal (SCP) Lite tool provides a view of your current system configuration, including site parameters, notification preferences and dispatch information. Changes to the system, regardless of who makes them, will be incorporated into SCP-Lite allowing an accurate view of the state of your ASTRO radio system.

NETWORK HARDWARE REPAIR WITH ADVANCED REPLACEMENT

MINIMIZE SERVICE DISRUPTION

We provide network hardware repair covers Motorola Solutions manufactured and select third-party equipment. To reduce the impact of a malfunction, we will exchange malfunctioning equipment with advanced replacement units or Field Replacement Units (FRU), as available. Our technicians troubleshoot, analyze, test and repair your equipment at our centralized facility. Once repaired, the unit will be added to the depot's FRU inventory and the advanced replacement components will remain in your radio system to maintain continued functionality.

REMOTE SECURITY UPDATE SERVICE (RSUS)

MITIGATE CYBERSECURITY THREATS

We remotely apply security updates to help maintain your network's operational integrity and minimize cybersecurity risk. Our certified security experts perform patch validation in our dedicated system test lab running the same software as your network to ensure no service disruption.



MANAGED DETECTION AND RESPONSE

STAY AHEAD OF CYBER THREATS

Experienced, highly-trained and certified security professionals staffed 24/7 in our Motorola Solutions’ Security Operations Center (SOC) will monitor your ASTRO radio system and the Customer Enterprise Network (CEN) for cybersecurity threats. Using automation and analytics, our ActiveEye security platform can pinpoint real threats while reducing false positives and omissions. A combination of Log Collection/Analytics and Network Intrusion Detection technology constantly monitors for signs of malicious traffic inside your network. From this, actionable tickets can be assigned, investigated and resolved.

MICROWAVE AND MPLS MONITORING

REDUCE SITE DOWNTIME

Backhaul and networking can be a common cause of downtime within your critical communication network. With Microwave and MPLS Monitoring, we will provide real-time “endpoint” event monitoring of your ASTRO backhaul network components 24/7. When an event is detected and classified, we will notify and dispatch your servicer to resolve the issue, saving critical time in restoring normal service.

ADVANCED PLUS

MAXIMIZE PERFORMANCE AND EXPEDITE CHANGE

Keep your system up to date with these additional services.

SYSTEM UPGRADE AGREEMENT (SUA)

EXTEND THE LIFE OF YOUR SYSTEM

Upgrading your radio system ensures you prolong the useful life as well as attain the most value from your investment. The SUA provides ASTRO system release updates and necessary hardware on a consistent, budgeted plan. These updates maintain reliable operations and cybersecurity protection. In addition, the SUA keeps your ASTRO system compatible with expansion elements, as well as new products or features.

	ESSENTIAL	ESSENTIAL PLUS	ADVANCED	ADVANCED PLUS
System Upgrade Agreement (SUA)				✓
Microwave and MPLS Monitoring			Optional	Optional
Managed Detection and Response (MDR)			Optional	✓
Configuration Management			✓	✓
Network Event Monitoring			✓	✓
Remote Security Update Service (RSUS)			✓	✓
Preventative Maintenance		✓	✓	✓
Onsite Infrastructure Response		✓	✓	✓
Security Update Service (SUS)	✓	✓	✓	✓
Network Hardware Repair	✓	✓	✓	✓
Remote technical support	✓	✓	✓	✓



PREMIER SERVICES

PREMIER

A PARTNERSHIP FOR ENHANCED SYSTEM PERFORMANCE

With growing technology requirements, evolving cyber threats and end-user demands, your system management responsibilities go far beyond hardware and software updates.

Don't shoulder the system management responsibilities on your own. With Premier Services, we take full accountability of day-to-day radio system and security operations so you can focus on your primary mission. Our experienced team manages and operates some of the largest and most complex government and private radio systems around the world. They focus on ensuring availability, maximizing performance and expediting system requirements and technology changes.

We partner with you to meet your performance goals and relieve you of the financial and operational risks of managing your communication system. The Premier Services Package ensures your users have a secure and reliable network and fast deployment of network changes without the complexity and added risk of operating a critical communication network yourself. With industry-leading tools and defined SLAs, you will experience fast resolution of network issues, minimal interruptions and outages, and exceptional customer service.

Premier services includes services in the other packages as well as the following:

SERVICE DELIVERY MANAGEMENT

PERSONALIZED SERVICE MEASURED BY SLAs

We deliver on uncompromised service delivery management to ensure radio system incidents are resolved within your established SLAs. All cases are addressed through a single point of contact who takes full ownership from the moment an incident is detected to its resolution. We will monitor KPIs of your overall system and will measure and track performance data to verify the system is meeting expectations.

CYBERSECURITY RISK ASSESSMENT

IDENTIFY AND PRIORITIZE YOUR CYBER RISKS

A Cybersecurity Risk Assessment helps you to understand internal and external factors which may pose a threat to operations. We use a structured approach to identify, assess and manage cyber risks across your IT infrastructure. Our systematic and reproducible risk management approach offers a prioritized, risk-analysis report with a scorecard of actionable mitigation steps.



CHANGE MANAGEMENT

MINIMIZE HUMAN ERROR

Ensure system changes are implemented only by qualified personnel. We will work with you to control and authorize changes to your radio system to minimize disruption and risk. Once authorized by all stakeholders, our trained personnel will implement changes and ensure all stakeholders are kept abreast.

PROBLEM MANAGEMENT

GET TO THE ROOT CAUSE

To minimize incident recurrence and more quickly resolve repeating incidents, we will investigate the underlying cause of repetitive, identical, or critical managed network element incidents. We will investigate, diagnose, and address the root cause of these issues, and will document known errors, fixes, and workarounds in a knowledge management database.

	ESSENTIAL	ESSENTIAL PLUS	ADVANCED	ADVANCED PLUS	PREMIER
Problem Management					✓
Change Management					✓
Cybersecurity Risk Assessment					✓
Availability Commitment and Service Metrics ¹					✓
Performance Management ¹					✓
System Upgrade Agreement (SUA)				✓	✓
Microwave and MPLS Monitoring			Optional	Optional	✓
Managed Detection and Response (MDR)			Optional	✓	✓
Configuration Management			✓	✓	✓
Network Event Monitoring			✓	✓	✓
Remote Security Update Service (RSUS)			✓	✓	✓
Preventative Maintenance		✓	✓	✓	✓
Onsite Infrastructure Response		✓	✓	✓	✓
Security Update Service (SUS)	✓	✓	✓	✓	✓
Network Hardware Repair	✓	✓	✓	✓	✓
Remote technical support	✓	✓	✓	✓	✓

¹ Included with Service Delivery Management



For more information, please visit: www.motorolasolutions.com/astro



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