

Strengthen your response

Motorola Solutions' Emergency & Disaster Response Services

Emergency and disaster response capabilities

Over the past decade, there has been a sharp increase in major natural disasters like hurricanes, typhoons, tsunamis and floods occurring annually around the globe,¹ causing an immense loss of life and trillions of dollars in estimated damages to property.² In 2024, more than 90 percent of all disasters were weather-related.³

Cybersecurity threats have also risen. Cyberattacks on critical public safety systems (radio, dispatch, and 9-1-1) resulted in 25 complete system shutdowns in 2024, a 66 percent increase over 2023.⁴

Mission-critical systems are built to be resilient, but a natural disaster, cyber attack or even a planned major event can cause network outages

or downtime, impacting your day-to-day operations. If a disaster or an unplanned event occurs on your watch, are you prepared?

Develop your response

Whether a major incident occurs during normal business hours, after-hours or holidays, our centralized operations teams can jump into action to support your organization. Together we work to keep your operations running smoothly and minimize downtime.

Motorola Solutions has developed a complete set of capabilities for emergency and disaster management. We collaborate with your teams to implement a strong emergency and disaster management plan, making sure you're prepared for the worst.

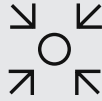
In addition to helping you prepare for natural disasters and other emergencies, we can work with you to develop and test plans to respond faster and more effectively to cybersecurity incidents as well as political, social and sporting events that can potentially impact your normal operations.

The time to build a robust response plan is now, not during or after an incident has occurred. You need to have the right people, processes and tools available to support your response plan on a moment's notice during unpredictable situations. Let us help you develop an emergency management program to monitor and address threats to system performance, allowing your team to operate efficiently and giving you peace of mind.

Activate your Emergency & Disaster Response Plan



Emergency Awareness



Emergency Operations



Technical Service Desk



Network Monitoring



System Engineering



Field Services

Centralized Operations

Keep your organization running smoothly with our team

Our Centralized Managed Support Operations (CMSO) team plays a critical role during any emergency or disaster-related event. Whether a major incident occurs during normal business hours, after-hours or holidays, our teams can jump into action to support your organization. Together we work to keep your operations running smoothly and minimize downtime. With regular communication and daily event status updates, you will be kept in the loop the entire time as our teams work to optimize the availability and stability of your system.

- **Emergency Awareness**

In our Network Operations Center (NOC), we proactively monitor your network and any external incidents that might affect operations, including weather or local events in your region. If we see a potential threat, not only will you be notified, but we will also activate our emergency response team to bring resources that focus on sites that are most likely to be impacted.

- **Emergency Operations**

Immediate notifications are sent to various Motorola Solutions teams to make them aware of the current or upcoming event, enabling them to begin communications with affected customers. In the case of a natural disaster like a hurricane, internal support teams come together to proactively identify potential customer risks. A pre-event checklist includes things like ensuring generators are fueled and tested, taking stock of any spare equipment, locating a site on wheels, checking technician availability to help with restoration and more.

- **Technical Service Desk**

Our technical support team is your go-to for investigating causes of system issues. These experts possess an in-depth understanding of our products and services, allowing them to quickly diagnose and resolve problems. They are available 24/7 to provide support via phone, email or chat. Our team's commitment to rapid response helps ensure minimal downtime or disruption to your operations.

- **Network Monitoring**

Our NOC experts are aligned to continually monitor radio frequency (RF) infrastructure and backhaul sites that are most at risk during an emergency or natural disaster. Automation enables faster network incident identification by filtering out events that are not actual network issues. Our system experts then work remotely or on-site to resolve the network problem.

- **System Engineering**

Our system engineering team brings expertise to complex incident resolution. Using best-in-class tools, fault diagnostics and rapid escalation protocols, we work to maximize your system availability during a disaster or an emergency.

- **Field Services**

Our field teams are ready to resolve issues on-site. Whether deploying devices within hours or setting up a backup site, they bring the mission-critical expertise needed to support you when it matters most. With the support of mobile applications, our teams can directly manage network incidents from the field.

Solutions for every scenario

Planning, communication and coordination are vital to a fast and effective response, whether you're facing a natural disaster, cyber attack, large-scale planned event or managing day-to-day operations. Our products and services are here to help you through whatever situation you face.



Mission-critical coms for disaster preparedness

No matter what your budget is, you can find a P25 radio to suit your needs. And don't forget about smart, reliable, durable, accessories, built as tough as your radios.



Software for disaster preparedness

Save clicks. Save seconds. Save lives. Streamline and mobilize the flow of intelligence to respond and restore order faster.



Video for disaster preparedness

We offer video security, video analytics and access control solutions designed to provide you with the right information at the right time.



Services for disaster preparedness

We work with your teams to execute on an effective disaster management plan so you are prepared for the worst that might happen.



Services for cyber preparedness

We can help you develop and test an incident response plan to better prepare your organization for cyber incidents.

Motorola Solutions: Your trusted partner

Since 1945, our disaster response teams have worked tirelessly to provide support where and when it's needed most. In the face of a large-scale event, know that we'll mobilize to help you rapidly establish communications and regain control. With more than 90 years of experience, Motorola Solutions has the critical support, resources and know-how needed to help ensure your community is able to efficiently prepare for and quickly recover from a disaster or cyber incident.

For more information on our Emergency and Disaster Response Services, contact your Motorola Solutions representative or visit motorolasolutions.com/en_us/solutions/disaster-preparedness.html

Sources:

1. <https://usafacts.org/articles/are-the-number-of-major-natural-disasters-increasing/>
2. <https://www.climate.gov/news-features/blogs/beyond-data/2024-active-year-us-billion-dollar-weather-and-climate-disasters>
3. <https://www.unep.org/topics/fresh-water/disasters-and-climate-change/climate-change-and-water-related-disasters>
4. Attack data aggregated and analyzed from open and closed sources by the Motorola Solutions Threat Intelligence Team, March 2024



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