



LOSE THE COMPLEXITY, NOT THE CONTROL

In an increasingly uncertain world, keeping your operations efficient, secure and cost-effective are major challenges. For everyday routines or in the event of a disaster, you need an end-to-end solution that brings together the right technology solution and the right service operations to overcome complexity, accelerate performance and manage costs – so that your people can focus on the mission, not the technology.

OVERCOMING COMPLEXITY

Today's mission-critical infrastructure is a set of sophisticated IT-interdependent technologies including site controllers, routers, LAN switches, servers, dispatch consoles and more. Each component has its own unique level of complexity and lifespan. Achieving operational efficiency with an ever-evolving infrastructure ecosystem, requires significant budget and investment in skilled personnel.

ACCELERATING PERFORMANCE

As public safety systems become more software-centric and IP-based, downtime can be caused by any number of issues including cyber attacks, manual configuration problems and outdated software. Add in the possibility of system damage from storms or terror attacks and providing an "always-on, always-secure system" becomes increasingly difficult. However, downtime is not an option.

MANAGING COSTS

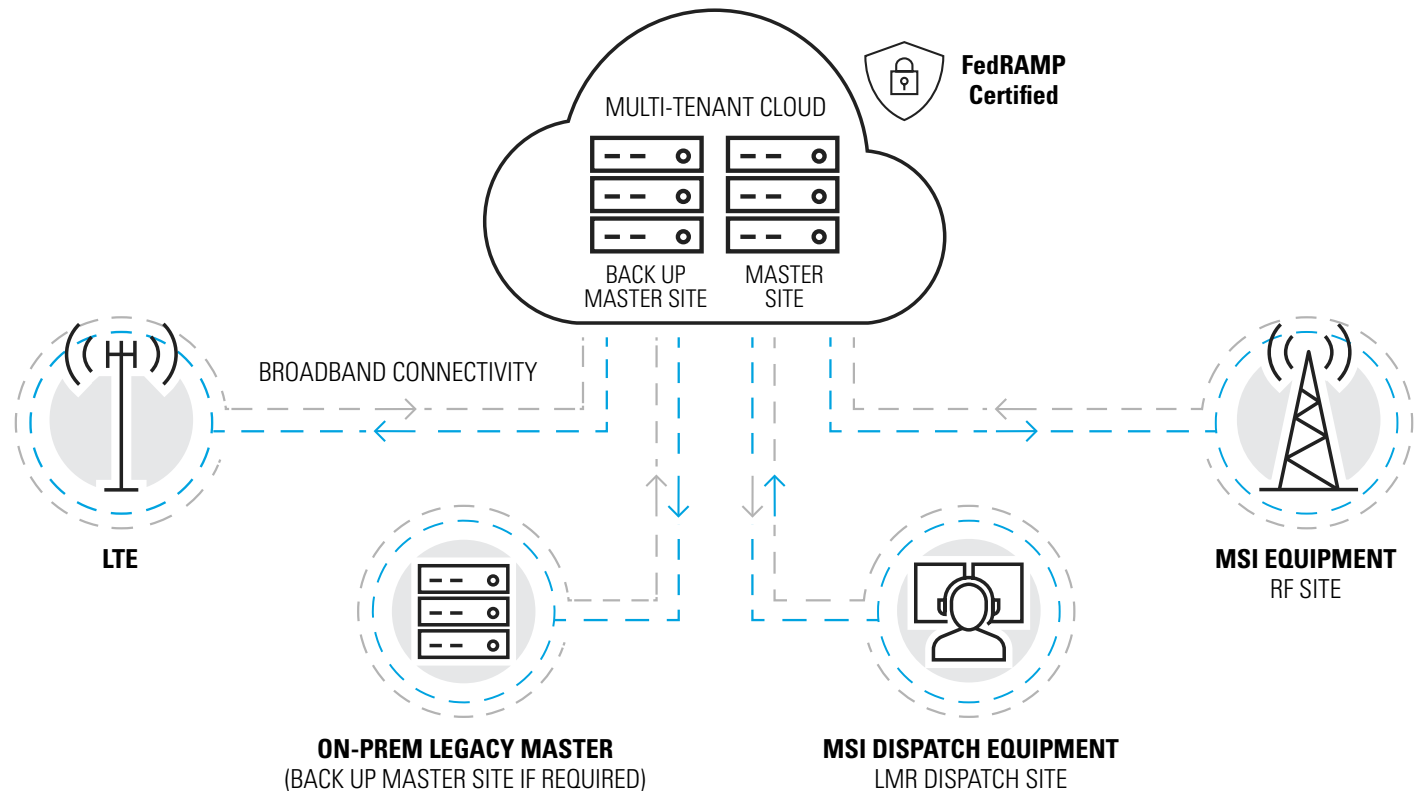
Increasing cost pressure and continuous investment in personnel training to keep IT skills abreast with latest technologies continues to put relentless strain on existing resources. Budget constraints are driving the need for a predictable cost model to support and sustain the technology ecosystem, while lowering the total cost of ownership continues to be one of the top priorities for agencies.



THE SOLUTION: LMR-AS-A-SERVICE

LMR-as-a-Service from Motorola Solutions is a multi-tenant, hybrid cloud solution that can deliver guaranteed performance, security, agility, cost-efficiency and more.

HYBRID CLOUD SOLUTION ARCHITECTURE



From system integration to managing day-to-day operations, we provide unified technology and security management across an increasingly complex ecosystem, while delivering on commitments for availability, coverage and capacity. The hybrid cloud architecture gives you flexibility to easily scale up or scale down your public safety communication operations in line with your dynamic business needs. In addition, a FedRAMP-approved infrastructure with built-in security and compliance models ensures that your system is maintained with the highest levels of protection against cyber threats.

Our LMR-as-a-Service is built on an infrastructure where the primary core operations move to the cloud. The master site in the cloud seamlessly interacts with the RF site and LMR dispatch site while enabling LTE connectivity in parallel. To ensure business continuity, there is a back up or redundant master site in the cloud. In the event that you own a local master site, we can provide the option to leverage your existing investment as a local back up master site. The overall solution includes operational management of ASTRO cores whether in the cloud or on-prem, RF sites, consoles, backhaul, site security and site logistics.

50%
**OF US GOVERNMENT
ORGANIZATIONS
ARE NOW USING
CLOUD COMPUTING¹**

GUARANTEED PERFORMANCE

We partner with you to define and deliver service-level agreements (SLAs) that align with your business outcomes. These range from system availability to capacity to coverage.



We will take full accountability for day-to-day management of the LMR system and ensure that your system is kept current with the latest technology and features for peak performance with a holistic set of services.

Seamless integration and interoperability with new technologies including video and broadband connectivity ensures that the entire mission-critical technology ecosystem works at optimal performance.

SERVICES FOR MISSION-CRITICAL OPERATIONS

SUPPORT SERVICES

TECHNICAL SUPPORT

Remote and on-site services to ensure that your system is rapidly restored and functional.

REPAIR AND REPLACEMENT

Troubleshooting, testing and repair of your equipment at a centralized facility.

PREVENTIVE MAINTENANCE

Routine testing and alignment to extend the useful life of your equipment.

MANAGEMENT SERVICES

NETWORK MONITORING AND MANAGEMENT

24/7 remote network monitoring, automated alerts, event and incident management.

EMERGENCY AND DISASTER RESPONSE

Assured system availability during natural disasters, unplanned events.

LIFECYCLE MANAGEMENT AND SYSTEM UPGRADES

On-site or remote system upgrades with minimal risk to business continuity.

CYBERSECURITY SERVICES

RISK ASSESSMENT AND CONSULTING

Periodic security resilience assessments to record vulnerabilities and develop a robust cybersecurity strategy.

SECURITY PATCHING

Pre-testing, validation and anti-malware software updates in line with industry standards.

SECURITY MONITORING

24/7 remote security monitoring, automated alerts, event and incident management, performance reporting.

AGILITY AND SECURITY

The hybrid cloud architecture enables agility. With a cloud-based managed LMR core, you can rapidly deploy new system features. Built-in broadband connectivity to other organizations enables you to expand your communications footprint from LMR users to users with devices that have the right software. The system also allows provisioning of the network and radios based on dynamic needs.

LMR-as-a-Service is FedRAMP certified. You can save money and time by adopting innovative cloud services for mission-critical operations. FedRAMP provides a standardized approach to security assessment, authorization and continuous monitoring for cloud services used by the US government - to date it is the government's most rigorous security compliance for cloud-based services.



VISIBILITY AND CONTROL

Giving up complexity doesn't mean giving up control. We understand that it is critical for you to have full visibility of how your entire technology ecosystem is performing. With data insights, you can also see how we are delivering on our commitments around guaranteed performance in real-time. Our web-based management portal, MyView, provides actionable insights into your system status and health, allowing you to keep an eye on the state of your mission-critical ecosystem. MyView provides quick, easy insight into your network delivery status from anywhere, anytime and on any device. Through reporting that includes performance data around network availability, capacity, coverage and security, we can help you understand and



visualize your network resilience during specific time periods. Most importantly, in times of crisis, MyView will provide you with actionable intelligence on system performance and capabilities so that you can instantly adapt to the changing environment.

COST-EFFICIENCY

With a predictable spend model based on price per device per year, you can drive cost-efficiency. Our hybrid cloud solution is designed such that multiple customers can share the

infrastructure. This, in turn, can reduce the total cost of ownership (TCO) by up to 20% through the elimination of duplicative costs and by driving economies of scale.

LMR-AS-A-SERVICE CREATES A TRUE PUBLIC-PRIVATE PARTNERSHIP

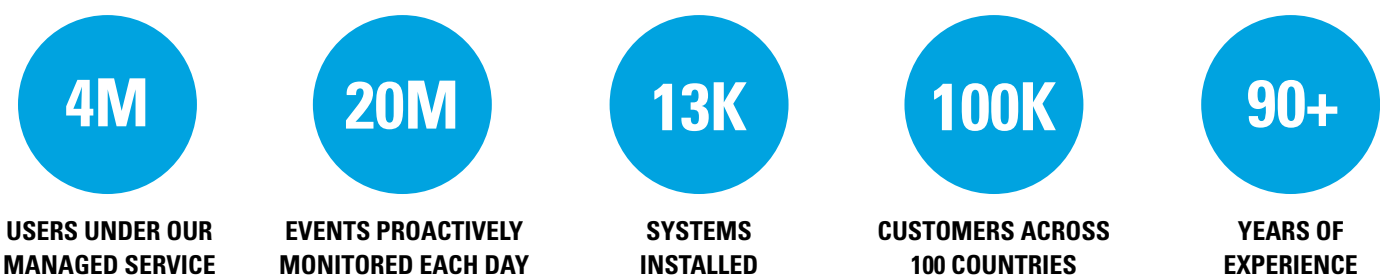
See how our LMR-as-a-Service integrates within your everyday operations. This table summarizes the responsibilities of Motorola Solutions and the customer to ensure optimal performance of the solution.

MOTOROLA SOLUTIONS	CUSTOMER
<ul style="list-style-type: none"> • 99.99% availability • Maintain current coverage commitment • Optimize operations, maintain all LMR-specific site facilities • Move primary core operations to the cloud • Operational management of: A25 Cores (cloud or on-prem), RF Sites, Consoles, Backhaul, Site security, Site logistics 	<ul style="list-style-type: none"> • Provide requisite frequency licenses • Maintain and manage subscriber fleets • Partner with MSI on operational management decisions • Provide and maintain tower space

MOTOROLA SOLUTIONS YOUR TRUSTED PARTNER

Our highly knowledgeable and fully certified personnel with mission-critical expertise, combined with industry-leading ITIL process for centralized service delivery, state-of-the-art automation and analytics tools, enables us to deliver a unique and enhanced LMR-as-a-Service solution that addresses your needs today and in the future.

GLOBAL EXPERIENCE





For more information, please visit
www.motorolasolutions.com/infrastructureservices

Resources

1 <https://hostingtribunal.com/blog/cloud-adoption-statistics/#gref>



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