

# Keep eyes on your critical network 24/7

## ASTRO Network Monitoring Services

### Network downtime is not an option

You rely on an always-on, always-available network. But every day there are many factors that can impact your network operations, including the complexity of mission-critical technology, outdated systems, staffing challenges and budget constraints. You need a partner that can focus on the technology while you focus on your mission.

### Critical round-the-clock fault monitoring

Monitoring your network is one of the most critical things you can do to reduce outages. Networks can generate thousands of daily event alerts. Understanding which ones are critical and putting in place a proactive process to resolve them is crucial to the health of your network.

### How can you better manage your network? Consider working with our team.

We understand the challenges you face.

As the global leader and recognized innovator in mission-critical communications, we are uniquely positioned to provide unmatched network monitoring and management services for your radio system.

Tailored for ASTRO P25 systems, our automated event correlation, intelligent algorithms and predictive analytics can help to optimize performance and provide operational excellence.

City Chief Information Officers (CIOs) often cite insufficient budget and IT resources as significant barriers to meeting their network performance objectives. Likewise, radio managers often face budget constraints and staffing challenges as barriers to 24x7 monitoring. We can help. With our services, you get access to mission-critical expertise and tools that optimize availability, resiliency and cost-efficiency with reduced total cost of ownership.

## Proactive network monitoring and management



## Ensure minimal downtime and avoid outages

Our 24/7 remote monitoring and incident management can help provide peace of mind regarding network performance. In addition to keeping a watch over your network, we also monitor weather, political, national and local events so we can help you respond faster to emergencies. Our expertise, coupled with intelligent automation tools, can enable faster incident identification and resolution.

Our services:

- **Detect faults** — Round-the-clock fault monitoring based on standard network performance thresholds can automatically identify potential actionable incidents and send out a notification. Fault monitoring is available for ASTRO system equipment and optionally for select microwave and MPLS endpoint elements.
- **Analyze incidents** — Our real-time, machine-learning based analysis and correlation tools can help cut through a flood of events to speed the identification of root cause and target resolution.
- **Resolve issues** — Our sophisticated virtual engineering technology enables automated incident triaging. Our highly skilled team of system experts will conduct an appropriate response to resolve the issue remotely or with the help of a local service technician. We proactively communicate on incident closure and provide detailed case history.
- **Report performance** — We can provide visibility into the network health through performance reporting that includes insights around network availability, capacity, coverage and utilization on an ongoing basis. These data insights can help you understand and visualize your network resilience during specific time periods.
- **Prevent future issues** — Advanced analytics allows our analysts to examine failure patterns across the network and prevent issues by addressing their root causes before they impact network performance.



## Global experience

4M

Users under our managed services

20M

Events proactively monitored each day

13K

Systems installed

100K

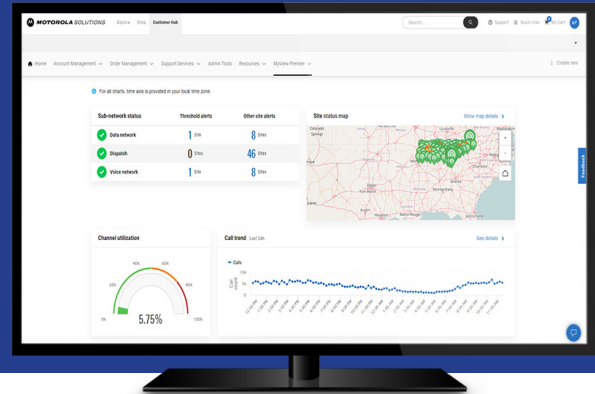
Customers across 100 countries

90+

Years of experience

## Performance data anytime, anywhere

Keeping you informed at all times, we provide you a single-source, transparent, real-time view of your infrastructure operations from your desktop, laptop or tablet web browser. The dashboard provides you valuable, actionable information including performance trends like network utilization, availability and capacity, giving you a snapshot of your system health across sites.



## Motorola Solutions - Your trusted partner

Motorola Solutions' Managed and Support Services are here to help you be successful while also enhancing your technology investment. The less time you spend worrying about downtime or network failures, the more time you have to focus on serving your community. Partnering with Motorola Solutions can empower your team with highly specialized talent, industry-leading processes and cutting-edge tools.

For more information on our Network Monitoring and Management Services, contact your Motorola Solutions representative or visit us at: [motorolasolutions.com/en\\_us/managed-support-services/infrastructure.html](https://motorolasolutions.com/en_us/managed-support-services/infrastructure.html)



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