

# Optimize system performance and efficiency

## Technical Support Services

Keeping up with constantly evolving technology can be a challenge. Project implementations often fail or take far longer than planned due to resource constraints and competing demands on your team. As the mission-critical technology ecosystem becomes increasingly complex, access to comprehensive technical support programs and knowledgeable experts can optimize system performance to help you get the most value from your investment.

### A complex technology environment requires the right support plan

For the most efficiency, technical support capabilities should span the entire technology ecosystem. You need a partner who can provide on-site and remote support for technical issues that impact devices, infrastructure, applications and video cameras. Effective troubleshooting and well thought out escalation procedures are critical to resolving them faster.

### Get access to the expertise and tools you need

To help ensure that complexity is managed and performance is delivered across your technology ecosystem, you need access to professionals with an in-depth knowledge of the solutions in your environment. You need a combination of technical specialists, a rich knowledge base and state-of-the-art diagnostics for swift resolution of system performance and operational issues. Working with a partner who can provide expertise, tools and processes can help your staff focus on more critical tasks.

### Support services

Motorola Solutions brings a comprehensive portfolio of support capabilities across your technology ecosystem. As your technology provider and system integrator, we have an unparalleled understanding of system issues.





#### Technical support

Remote and onsite services to ensure that your system is rapidly restored and functional



#### Repair & replacement

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



#### Accidental damage

Cover your essential equipment against accidental breakage, liquid spills and more



#### Preventive maintenance

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

## Remote technical support

Our experienced technologists are available 24/7 to answer your questions. With an extensive knowledge base, trained and certified technical engineers and industry-leading escalation procedures, our team can troubleshoot and provide prompt resolution to your system issues.

## Onsite technical support

When you have a system issue that cannot be resolved remotely, we'll dispatch local, trained technicians to restore your communications. With more than 500 Motorola Solutions authorized service locations, our support process follows industry-leading standards for case and escalation management and delivers on committed response times for rapid issue resolution.

## Repair and replacement

With state-of-the-art diagnostic equipment, repair tools and replacement parts, you can enjoy peace of mind that your agency's radio and infrastructure components are protected in the event of an unexpected failure and are back in operation as soon as possible. Once serviced, all system components are returned to you with original factory specifications and updated with the latest firmware. Plus, our service centers are certified to comply with ISO9001, ensuring the highest quality repairs. In our test labs, we can replicate your system to reproduce, analyze and solve equipment issues.

## Accidental damage

Our comprehensive tech support goes beyond the basics. We cover radios damaged by accidental breakage, chemical or liquid spills and physical damage. Our "no questions asked" service includes repair or replacement for displays, screens, frames, covers, crushed components, shields, circuit boards and more. If it's broken due to an accident, we've got you covered.

## Preventive maintenance

Take advantage of preventive maintenance for your system components, including two-way radios and network equipment. Extend the useful life of your radios with an annual check-up to get your radios physically inspected and cleaned, verified and electronically tuned. Device preventive maintenance services include software and firmware updates to help ensure radios are properly configured. Infrastructure preventive maintenance includes alignment and testing of key network components, regularly scheduled maintenance of network equipment along with software and firmware updates to ensure that the system is current.



## Motorola Solutions: Your trusted partner

Your organization should be focused on its core mission, not the detailed upkeep of IT and your operational systems. Motorola Solutions' Managed and Support Services are here to help your organization 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. When you need to increase the availability, reliability and responsiveness of your technology investments, partner with the trusted leader in mission-critical communications, Motorola Solutions.

# 4M

Users under our  
managed services

# 20M

Events proactively  
monitored each day

# 13M

Systems  
installed

# 100K

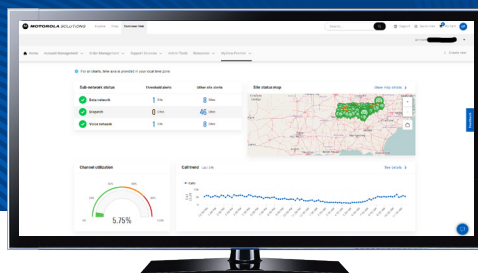
Customers across  
100 countries

# 90+

Years of  
experience

## Get visibility into your system

Our self-service management portal provides technical support details on your open cases and repairs, available software updates and recent orders. Our Customer Hub enables you to easily see proactive notifications on upcoming events and secure messages between you and your Motorola Solutions contact.



For more information on our Technical Support Services,  
contact your Motorola Solutions representative or visit us at,  
[www.motorolasolutions.com/services](http://www.motorolasolutions.com/services)



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