



# DEVICE LIFECYCLE MANAGEMENT MADE SIMPLE

OPTIMISE DEVICE PERFORMANCE



**MOTOROLA SOLUTIONS**



# REDUCE OPERATIONAL RISK

With limited resources, shortening product lifecycles and an increasingly complex technology environment, organisations have begun exploring alternative procurement models for their mission-critical communication devices.

Our Device Lifecycle Management service lets you keep your device fleet fully supported, up to date and current with the latest available models and features when CAPEX budgets are limited. By equipping your users with optimised devices using the latest product technology, the service helps to minimise worker productivity issues caused by an aging fleet. Device Lifecycle Management also lets you turn device lifecycle and refresh costs into a predictable and manageable expense.



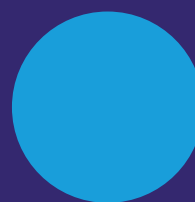
**Our services are designed to support the continuum of business models from CAPEX to OPEX centric** depending on your preferred model. You can choose either to manage the devices yourself or opt for contracted device management services. This programme offers flexibility and accountability of managing Motorola Solutions devices, no matter who owns them. This lifts the burden of device management from your organisation by optimising performance, delivering predictable costs, and providing enhanced reliability for your users.



**TRADITIONAL  
CAPEX MODEL**



**HYBRID  
MODEL**



**OPEX  
MODEL**



# DEVICE LIFECYCLE MANAGEMENT OFFER

## THE CAPABILITIES WE DELIVER INCLUDE:

- **Motorola Solutions Service Desk** is your single point of contact for all service related items. The service desk provides an entry/exit point for all service requests covered within this service. The Service Desk manages requests received from authorised parties and acts quickly to coordinate the best response to solve your issue as fast as possible.
- **Comprehensive Technical Expertise and Experience** to keep your devices working, whatever happens. A cornerstone of our customer care process is ensuring fast and reliable access to experienced and highly skilled support engineers specialising in the diagnosis and resolution of technical incidents and problems. This TL 9000/ISO 9001-certified centre is your central point of contact for service requests, with telephone consultation available to resolve incidents requiring high levels of expertise and troubleshooting capabilities.
- **Reliable Device Repair** ensures your device is back with you, repaired and ready to go as quickly as possible. We pride ourselves on the quality of our repairs. Our centralised Motorola Solutions Repair Centre will ensure your equipment is repaired to the highest standards and back in service as soon as possible.
- **Software Support** ensures your device is able to function and perform as intended. Devices without a plan for scheduled maintenance updates can become increasingly difficult and expensive to repair. They can also become more vulnerable to security attacks. With these critical updates to empower and revitalise your devices' lifecycle, your users are able to take advantage of enhanced functionality and improvements. Through these regular software updates you can rest assured that the latest required features will be covered.
- **Optional Accidental Cover** is an all inclusive package for your devices, provisioning for repair of faulty devices due to accidental damage. It delivers peace of mind with the promise that your devices are fully covered.
- **Optional Two Way Shipping and Same Day Turnaround** enables your users to get their devices back and ready to work, within the same day with free shipping to and from the Motorola Solutions Repair Centre. We take care of the logistics, even for the largest deployments.
- **Customer Support Manager** is your dedicated customer advocate tasked with ensuring our service delivery meets your expectations. Our support grows with you, continuously improving support as your requirements evolve and change. Your CSM will keep you up to date with the latest Motorola Solutions products and services as we develop new and improved solutions to enhance our delivery model and capabilities.

## OPTIONAL DEVICE MANAGEMENT SERVICES

### ADDITIONAL CAPABILITIES WE DELIVER INCLUDE:

- From programming to migration of device fleet, including transition from existing to newer devices to support your mission critical requirements
- Scheduled device exchanges and upgrades with minimal disruption
- Develop a transition strategy and plan to ensure users experience minimal disruption during the actual transition
- Software update installation and training
- Device disposal and removal when required
- Battery lifecycle management
- Focused user training







# SEAMLESS TRANSITION FOR EVERY DEVICE LIFECYCLE

For more information on our Device Lifecycle Management Services, please contact your sales representatives.

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