

Safeguard your call handling operations

Motorola Solutions' Cybersecurity and Managed and Support Services are the backbone of the PSAP's (Public Safety Answering Point) emergency call handling operations. Our team of experts manage and protect your call handling environment 24/7.

Designed for public safety

Routine system monitoring, network connectivity issues and ongoing cyber threats take up valuable time and resources. At Motorola Solutions, we recognize these challenges can deeply impact your emergency call handling communications. That's precisely why our cutting-edge Cybersecurity and Managed & Support Services are an essential component to the VESTA Hybrid SaaS (Software-as-a-Service) offer.

Designed exclusively for public safety communications, our cybersecurity and managed services help fortify the backbone of your emergency call handling operations.

State-of-the-art technology and processes are delivered by highly-trained, dedicated teams to facilitate true emergency services-grade monitoring and management.

Cybersecurity tools, built for and integrated with VESTA 9-1-1, strengthen your risk posture so you sleep better at night.

Enhance the security and resilience of your VESTA 9-1-1 system so you can better protect your community.



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Expert and dedicated support services

Leverage the wealth of experience and understanding of the VESTA 9-1-1 system and software with our Managed and Support services. Our experts optimize VESTA 9-1-1's uptime with our efficiency, reliability and dedicated support.

Transparency is key in our operations, giving you full control.

- 24/7 technical support, working to resolve system incidents and service requests around the clock.
- 24/7 monitoring and alerting at the system and application levels, plus passive historical event collection to predict events, even before they happen.
- Access to reported tickets, change requests and the VESTA 9-1-1 online documentation center, keeping you informed.
- Annual system maintenance mitigates risks, preserving peace of mind.
- Onsite resources assist with upgrades or troubleshoot in person, bringing expert care directly to your operations center.

Strengthen your defense

Protecting people starts with protecting the PSAP. Motorola Solutions' Managed Detection and Response (MDR) service, integrated with VESTA 9-1-1, helps manage the risk of cyber threats while maintaining operational continuity.

Reduce risk with advanced threat intelligence.

- Enhance threat detection and response: Our MDR platform quickly identifies threats and delivers effective responses to mitigate cyberattacks.
- Increase security: Monitoring and addressing vulnerabilities across your VESTA system significantly strengthens your overall security posture and system availability.
- Reduce the burden on your teams: Our MDR service supplements your in-house skills with 24/7 expertise, so your teams can focus on other critical tasks.
- Gain visibility and control: Our web-based portal provides visibility to threat insights. See detected threats, understand the actions being taken and generate customized reports.

Safeguard your call handling operations. Learn why so many agencies trust Motorola Solutions' Cybersecurity and Managed and Support Services to protect their call handling operations. We welcome the opportunity to do the same for you.

Safer everywhere

Our Cybersecurity and Managed and Support Services are part of the Motorola Solutions ecosystem where we build and connect safety and security technologies. Our never-ending pursuit is to help keep people safer everywhere.

To learn more, visit: www.motorolasolutions.com



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