Network & Security Operations Center

Best-in-class 24/7 monitoring and 9-1-1 systems management

Reduce risk, maximize performance, rely on trusted expertise

MOTOROLA SOLUTIONS

Ensure your communications integrity

Routine system monitoring, network connectivity issues and ongoing cyber threats eat up valuable time and resources. At Motorola Solutions, we understand the complexities and challenges associated with maintaining communications integrity Managed Services for NG9-1-1 Call Routing and Call Handling. A best-in-class solution for 24/7 monitoring and systems management.

Designed exclusively for Public Safety communications, Managed Services includes state-of-the-art technology, processes and tools all provided by our highly trained, dedicated team. Our advanced systems facilitate true Emergency Services-grade monitoring and management. This includes:

- Real-time monitoring of systems, devices and applications

- Fault remediation, notification and escalation

- Advanced metadata-driven rules for incident correlation to simplify alarms and accelerate mediation

- Enterprise network management capabilities, including asset discovery and inventory, software distribution, automated patching, operating system deployment, power management and remote desktop control

Security Considerations

With the number of cyberattacks on Public Safety Answering Points (PSAPs) growing daily, security planning has never been more critical. To formulate your plan, consider:

What are you most afraid of if your PSAP is hacked?

Do you patch regularly?

Does anyone own and know your system ecology top to bottom?

Do you have endpoint security to safely and accurately detect and respond to threats inside your VESTA 9-1-1 system?

Is your network fully encrypted so all traffic is encrypted?

Do your current cybersecurity solutions give you visibility into your VESTA 9-1-1 system?

When you implement NG9-1-1 call routing, will you run a risk assessment to know potential threats and identify controls to calculate and mitigate risks?

System monitoring and response

- Supplies active monitoring and alerting at the system, device and application levels, as well as passive collection of historical events

- Proactively monitors key systems to detect faults and mitigate risks to ensure highest possible system performance and availability

- Monitors system-impacting events for remediation

- Monitors each server, workstation and networking device for hardware alarms, software alarms and performance thresholds

- Minimizes risk and the possibility of service interruptions, predicting issues before they occur

- Alarms the NSOC for remediation, notification and escalation, with most alarms resolved remotely

Virus protection

- Delivers virus protection as a service, ensuring updates are tested and applied in a timely, efficient manner

- Provides a best-in-class antivirus solution, certified for our call handling platforms and continuously updated to automatically detect and remove the latest viruses

Patch management

- Deploys Microsoft® updates and patches after validating they are compatible with your solution to minimize risk

- Helps ensure system integrity and security, especially when bundled with Virus Protection for comprehensive, hands-free care

Disaster recovery

- Creates automatic system backups and snapshots of critical systems to a separate backup system

- Enables operational continuity with minimal downtime, even in the event of a major failure, by quickly restoring workstations and servers

Managed security services

- Managed Detection and Response (MDR) includes Endpoint Detection and Response (EDR) for VESTA 9-1-1

- MDR Plus includes EDR, Log Analytics and Network Intrusion Detection for additional protection

Network & security operations center

Ensuring continuity of operations

Monitoring and response

Disaster recovery

Virus protection

Cybersecurity services

Patch Management

Advisory services

NSOC key benefits

With threats to 9-1-1 systems, much is at stake, including the safety of your citizens. Rely on our skilled team of experts to be your first line of defense:

Reduce Risk: Gain visibility and enhance performance cybersecurity with our monitoring services

Save Time: Take back valuable minutes and better allocate resources with proactive monitoring that reduces truck rolls and IT support requests

Maximize Performance: Increase system uptime and quality of service through fast detection of disruptions, as well as service restoration

Learn why so many agencies trust Motorola Solutions Managed Services to protect their technology investment and safeguard their communities. We welcome the opportunity to do the same for you.

Solving for safer

Managed Services is part of Motorola Solutions NG9-1-1 call routing and call handling services. Our portfolio of call routing and call handling services are part of 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/ng911**

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