



DIMETRA EXPRESS SERVICE PACKAGES - APAC

**SUPPORTING YOU TO MINIMISE
DISRUPTION AND IMPROVE CONTINUITY**





DIMETRA Express is designed and built for long-lasting performance. It is not always possible to prevent every system incident that may arise.

Over time components can fail - this could lead to outages. However, proactive maintenance can reduce the number of failures, and swift and effective response can minimise the impact if and when something does go wrong.

TO MAINTAIN YOUR DIMETRA EXPRESS SYSTEM SO THAT IT CONTINUES TO OPERATE AT OPTIMAL LEVELS, MOTOROLA SOLUTIONS HAVE DEVELOPED THE FOLLOWING LIFECYCLE SUPPORT SERVICE PACKAGES





DIMETRA EXPRESS ESSENTIAL SOFTWARE

DIMETRA Express is designed and built for long-lasting performance and includes as standard a three year Essential Software package that provides software updates to the latest release, security updates for added protection, and remote technical support if issues arise:

Self-Installed Software Updates:

Whether to access new features, improve functionality or apply bug fixes, your system can always have the latest software.

Self-Installed Security Update Services (SUS):

To help you maintain operational integrity of your network and minimise cybersecurity risk, we provide the latest security updates pretested in our dedicated system test lab on supported software releases. Once validated, you can download and install at your convenience.

8x5 Technical Support with Remote Access:

Our system experts can provide assistance or when necessary, remotely access your network to help you identify and fix system performance issues or failures.

ESSENTIAL SERVICE PACKAGE

The Essential Service Package is available for DIMETRA Express and includes all the benefits of the DIMETRA Express Essential Software with the following additions:

24 x 7 x 365 Critical Technical Support with Remote Access:

Our system experts can provide assistance or when necessary remotely access your network for Priority 1 issues to help you identify and fix system performance issues or failures.

Network Hardware Repair¹:

If a problem occurs with your DIMETRA Express server, our ISO 9001-certified procedures ensure your DIMETRA Express server can be quickly returned to the highest quality standards. We can replicate your network in our test labs to reproduce and analyse the issue, and repair your DIMETRA Express server.

ESSENTIAL PLUS SERVICE PACKAGE

The Essential Plus Service Package includes all the benefits of the DIMETRA Express Essential package, with the addition of On-site technical Support:

On-site Technical Support:

Motorola Solutions On-site Technical Support provides the ability to provide on-site technical assistance from a Motorola Solutions System Technical Engineer (STE). This Motorola Solutions STE will be available to assist on implementation and post-implementation services.

¹Expected turnaround time may vary by country due to specific local customs procedures. Contact your Motorola Solutions representative for details.

ADVANCED SERVICE PACKAGE

The Advanced Service Package is available for DIMETRA Express and includes all the benefits of the Essential Plus package, with the addition of:

Network Updates (Server only):

If future software enhancements outgrow the capability of your supported server, the Advanced Services package will provide an upgraded server for your DIMETRA Express system to keep your system running.

Six Year Coverage:

Advanced Service Package for DIMETRA Express is available to provide six years of cover.





DIMETRA EXPRESS INFRASTRUCTURE SERVICES

AT-A-GLANCE

SERVICES	ESSENTIAL SOFTWARE SERVICE PACKAGE	ESSENTIAL SERVICE PACKAGE	ESSENTIAL PLUS SERVICE PACKAGE	ADVANCED SERVICE PACKAGE
Network Updates (Server only)				Included
On-Site Technical Support			Included	Included
Priority 1 Technical Support and Remote Access		24 x 7 x 365	24 x 7 x 365	24 x 7 x 365
Network Hardware Repair ²		Included	Included	Included
8 x 5 Technical Support and Remote Access ³	Included	Included	Included	Included
Security Update Service	Included	Included	Included	Included
Software Updates	Included	Included	Included	Included
Duration	3 years	3 years	3 years	6 years

² A new DIMETRA EXPRESS Server comes with one year of hardware repair cover for manufacturing defects.

³ Monday to Friday excluding public holidays.

For more information about our DIMETRA Express service packages, contact your local representative or visit motorolasolutions.com/dimetraexpress

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Availability is subject to individual country law and regulations. All specifications shown are typical unless otherwise stated and are subject to change without notice.

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