

Services for DIMETRA™ X Core Systems

Keep your system operating at peak performance
with service and support packages

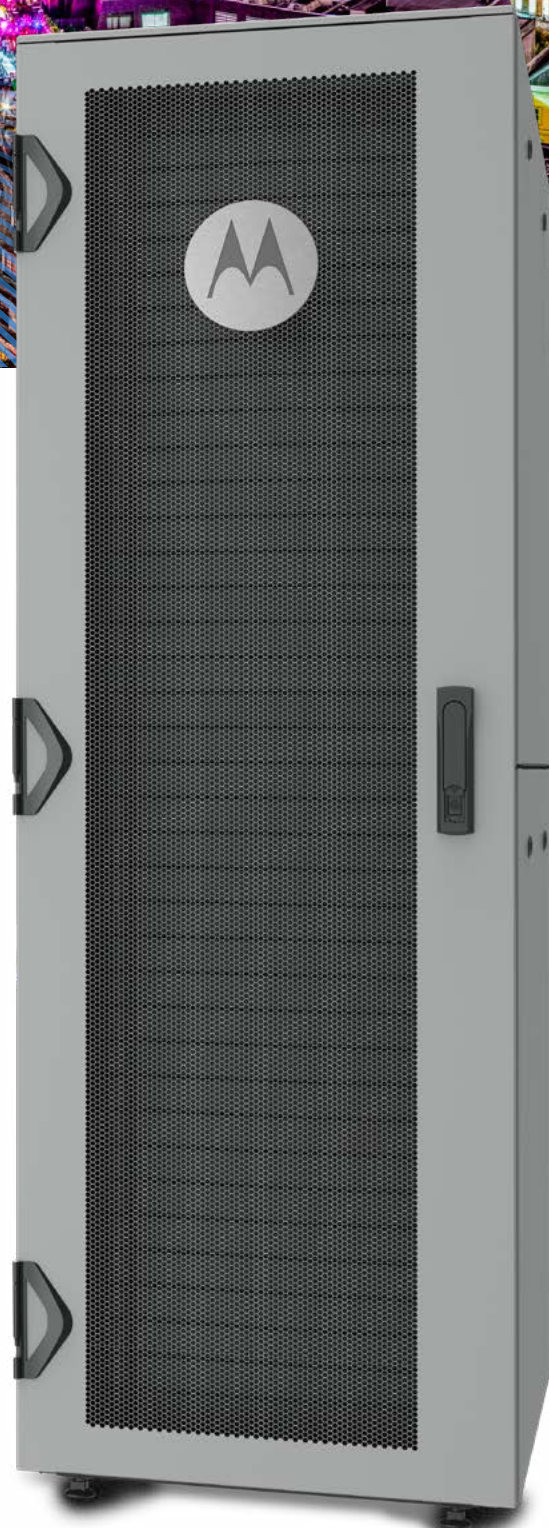
Focus on running your organisation while gaining the flexibility to redeploy key resources in more productive and cost-effective ways.

Rely on our services team to maintain and support your DIMETRA X Core communication system.

A continuum of expert services

If the unpredictable happens to your radio network, get access to technical support teams and resources for troubleshooting and maintenance.

We can help you achieve your performance targets with the service level you need for your DIMETRA X Core system. Our different levels of support allow for flexibility to best match your requirements. Each package, from Essential to Premier, provides a higher level of support, transferring the risk and responsibility to Motorola Solutions.





Essential Services

Essential

Customer Hub for visibility to critical system and services information

All the packages in our continuum include access to the Customer Hub¹, which provides valuable system and service information whenever you need it. As you move up through the continuum of services, more information becomes available in Customer Hub to help you keep your network running smoothly and effectively.

24x7x365 Technical Support for your technicians

Get the help you need, anytime, with 24x7x365 access to Motorola Solutions system technologists to help troubleshoot and resolve network issues. Our goal is to help you maintain continuous system uptime and availability. With a call to Technical Support Operations we can help answer your questions and troubleshoot issues. These dedicated professionals have access to documented and repeatable fixes and test environments to recreate your conditions for more effective troubleshooting.

Network Hardware Repair minimises service disruption

Our Network Hardware Repair covers all Motorola Solutions manufactured equipment and select third-party vendors. Our technicians troubleshoot, analyse, test and repair your equipment at our centralised facility. Our ISO 9001-certified procedures ensure that you receive expert, high-quality and reliable support of your equipment². All equipment you send to us is returned to factory specifications and updated with the latest firmware.



Security Updates mitigate cybersecurity threats

To help you maintain the operational integrity of your network and minimise cybersecurity risk, we provide Security Updates – pre-tested in our dedicated system test environments running supported software releases to ensure no service disruption. Once validated, you can download and install at your convenience.

Software Updates extend the life of your system

Software Updates³ help ensure continuity of operations through ongoing software support and provide you with the latest features and enhancements. Through our software updates, you can expand your system or include additional capabilities to ensure your network investment is protected and positioned to operate for the future. We invest in research and development to continually improve system capability, security and industry standards. Maintaining your network at the latest software release enables you to attain the most value from your investment with the latest features and security enhancements.

¹ Availability of Customer Hub is based on geographic location. Please contact your Motorola Solutions representative for details.

² Expected turnaround time may vary by country due to specific local customs procedures. Please contact your Motorola Solutions representative for details.





ESSENTIAL	
Software Updates	✓
Security Updates	✓
Network Hardware Repair	✓
24x7x365 Technical Support	✓
Customer Hub	✓

³ Software Updates do not include any hardware replacement or implementation services as standard, but these can be included, at additional cost. Please contact your Motorola Solutions representative for details.



RadioTracker

RadioTracker is an on-premise, Software as a Service (SaaS), advanced reporting solution that can significantly enhance your operational and forensic analysis capabilities. It ingests data from your DIMETRA X Core system and produces operational live views and historical reports, that are easily accessible through a browser interface. RadioTracker consists of two modules: RadioTracker Reporting and RadioTracker Location.

RadioTracker Reporting

RadioTracker Reporting is included in Advanced Services and higher tiers of services and provides both live views and historic reports that can deliver insights about calls, site radio affiliations, radio activity, console activity and talkgroup activity. RadioTracker Reporting can also provide Potential Anomaly Reporting and supports multi-agency use.

- Live Views contain information that will be updated as your system registers new changes. Live views can be used to answer questions such as:
 - How many radios are affiliated with each talkgroup at a site?
 - Which radios are on an active call right now?
 - Which radios have pressed the emergency button?
- Historical Information is available for 6 months⁴, whereby records older than 6 months will be purged from the system. Historical reports can be used to answer questions such as:
 - What was the last activity registered for a particular radio ID or alias?
 - What was the level of activity in the system (or site, or talkgroup) in a particular time period?
 - Which are the most used radios in a particular time period?
 - Which are the unused radios in a particular time period?
 - Which sites and which radios were involved with calls made by selected radio IDs (or aliases) in a particular time frame?
 - Which sites are presenting instances of blocking, where the site cannot provide the resources required to handle the demand placed on the site?
- Multi-agency Support. The RadioTracker Service Administrator can configure named groups of radio IDs and associate those named groups with a set of users who are given access to information only from those named groups of radios⁵.
- Potential Anomaly Reporting. This feature is designed to detect potential cloned radios⁶ as well as unexpected radio activity in your system.

RadioTracker Location

RadioTracker Location requires RadioTracker Reporting, and is an optional add-on⁷ for Advanced Services and higher tiers of services. RadioTracker Location uses GNSS⁸ location updates from your radios to provide real-time and historical information. This helps you visualise your radios' activities on a map, and helps you manage your resources more efficiently. RadioTracker Location helps you answer questions such as:

- Where is a particular radio or what was its last known location?
- What was the route taken by certain radios during a selected timeframe to arrive at a particular location?
- Which radios reported location updates from within a specified area during a selected timeframe?
- What is the line-of-sight distance between a given position on the map and the 10 nearest radios and/or Points of Interest?
- Which radios are within a given area for more than a given amount of time at this moment, or at a given time frame in the past?
- Which radios are outside a given area and which are inside the same area now, or at a given time in the past?

RadioTracker Location provides:

- User-defined Points-of-Interest (POI) Layers. Users can drop pins on map and select icons from a diverse library to represent the POI. Users can also add a name and notes to each POI.
- Replay Report. Users can replay the routes taken by up to 5 radios concurrently during a given timeframe. Users can modify the speed of playback, pause, and reverse. Users can also toggle layers on the map to see POIs.
- Breadcrumb Report. A user can select a radio and a given timeframe, and visualise the route taken by the radio on a given date on a map.
- Permanence Timer. A user can draw a polygon on the map and associate radios to the polygon. The user can generate a report in both real-time and on an historical basis, detailing the radios that remain within the polygon for more than a defined period of time.

⁴Customers who require more than 6 months of retention may contact their Motorola Solutions representative to conduct a feasibility study. Additional hardware may be necessary, depending on factors such as system size and average transactions per second.

⁵If inter-agency calls occur, members of each agency will be able to view data from all radios involved in the call.

⁶Based on an "impossible travel speed" algorithm whereby radios that present activity in sites that are too far apart will be added to a list of potentially cloned radios for further investigation by the system operator.

⁷At additional cost.

⁸Supports GPS, GLONASS, Galileo, and BeiDou.





Advanced Services

In addition to the services offered as part of the Essential Service package, Advanced Services offer lifecycle management through Network Updates and Network Monitoring. Advanced Services also provides RadioTracker Reporting, that can deliver insights from your live and historical radio usage, to help you to enhance your operations.

Advanced

Network Updates to prolong the life of your network

Extend the lifespan of your network with planned updates. Get the necessary network updates, implementation and change management services required to keep your network fully operational.

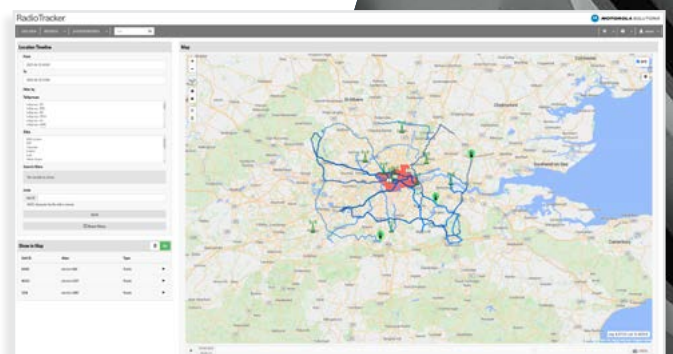
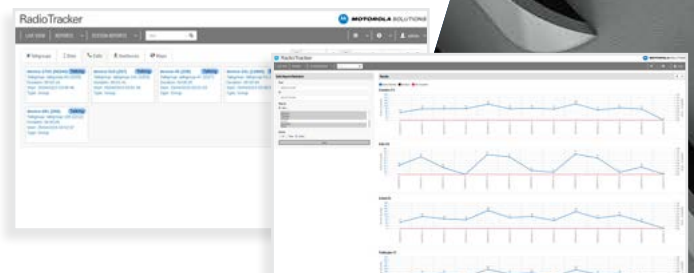
We invest in research and development to continually improve system capabilities, security and industry standards. Updating your network ensures you attain the most value from your investment, with security enhancements and access to the latest features⁹.

RadioTracker Reporting enhances your operational analysis

Benefit from insights about calls, site radio affiliations, radio activity, console activity, and talkgroup activity with RadioTracker Reporting. It can also provide Potential Anomaly Reporting and supports multi-agency use.

RadioTracker Location provides insight into your radio users movements

RadioTracker Location requires RadioTracker Reporting, and is an optional add-on¹⁰ for Advanced Services and higher tiers of services. RadioTracker Location uses GNSS¹¹ location updates from your radios to provide real-time and historical information, along with a set of geolocation capabilities. This helps you visualise your radios' activities on a map, and helps you manage your resources more efficiently.



⁹ Note: some features may be licensed.

¹⁰ At additional cost.

¹¹ Supports GPS, GLONASS, Galileo, and BeiDou.



Advanced Plus

Remote Network Event Monitoring for improved network availability

In addition to Advanced Services, Advanced Plus provides network event monitoring from our ISO 9001-certified Network Operations Centres (NOC). The NOC leverages ITIL processes and common service platforms for event monitoring, management and issue resolution, providing you with around-the-clock vigilance by experienced support staff certified on the latest technologies and backed by industry-standard tools and proven processes. We connect securely and seamlessly to your infrastructure and our dedicated staff proactively detects, troubleshoots and rapidly resolves network issues.

When an actionable event is detected, our technologists conduct remote diagnosis using our extensive knowledge database to identify the problem quickly and accurately, resolve it as quickly as possible, whenever possible. System issues are identified and corrective actions can often be taken before you were even aware there was a problem.

	ESSENTIAL	ADVANCED	ADVANCED PLUS
Remote Network Event Monitoring			✓
RadioTracker Location (optional)		✓	✓
RadioTracker Reporting		✓	✓
Network Updates		✓	✓
Software Updates	✓	✓	✓
Security Updates	✓	✓	✓
Network Hardware Repair	✓	✓	✓
24x7x365 Technical Support	✓	✓	✓
Customer Hub	✓	✓	✓





Premier Services

A partnership for enhanced system performance

With growing technology requirements, evolving cyber threats and end-user demands, your system management responsibilities go far beyond hardware and software updates.

Don't shoulder the system management responsibilities on your own, transfer your system operations to us. Our experience managing and operating some of the largest and most complex government and private Land Mobile Radio systems around the world will be applied to your system. Our experienced Managed Services team focuses on ensuring availability, maximising performance and expediting all system requirements and technology changes.

When you are a Premier Services customer, we partner with you to meet your performance goals and relieve you of the financial and operational risks of managing your communication system.

The Premier Services Package ensures that your users have a secure and reliable network, faster deployment of network changes and better operational outcomes, without the complexity and added risk of operating a critical communication network yourself.

Our Managed Services team is fully accountable for the day-to-day operations of your system and assured outcomes 24x7x365. Technology changes are expedited seamlessly and adapted to your operational needs. With industry-leading tools and defined SLAs, you will experience faster resolution of network issues, minimal interruptions and outages, and exceptional customer service.



Maximise performance and expedite change

In addition to the services included with Advanced Services, our Premier service package includes:

Service Delivery Management

To resolve network incidents within your established KPIs and SLAs. All cases are addressed through a single point of contact who takes full ownership from the moment an incident is detected to its resolution.

A Service Delivery Manager

Responsible for ensuring all your contracted service needs are met and assumes full ownership for services being delivered as expected.

Planned System Updates

Provides the implementation and change management services to keep your network fully supported to maximise your investment with the latest features and security enhancements.

Continuous Network Monitoring and Management

Continuously monitors the network for service affecting events. If actionable events are identified, we conduct a remote diagnosis to resolve problems and dispatch a local field technician if required.

Preventative Maintenance

To help reduce the risk of unplanned outages, it is important to carry out routine maintenance to an approved schedule. With Preventative Maintenance our team of professionals will carry out routine inspections that include the system, RF sites, towers, generators and UPS equipment. This service helps improve system availability, reduces failures and minimises your total cost of ownership by extending the useful life of your network.

Priority Network Hardware Repair

Our technicians troubleshoot, analyse, test and repair your Motorola Solutions manufactured and select third-party vendors' equipment. All equipment is restored to factory settings and updated with the latest firmware before being returned to you.

Problem Management

We proactively identify recurring network incidents patterns and resolve them before they have an adverse impact to the system and end-users.

Change Management

To manage changes to the network and minimise the impact to end-users when those changes are applied by authorised individuals.

Infrastructure Configuration Management

Aggregates and manages your entire system's hardware and software status, and associated information.

Cybersecurity Risk Assessment

Uses industry standards and frameworks to help you understand your risks, with recommended actions to mitigate cyber attacks.





	ESSENTIAL	ADVANCED	ADVANCED PLUS	PREMIER
Cybersecurity Risk Assessment				✓
Infrastructure Configuration Management				✓
Change Management				✓
Problem Management				✓
Priority Network Hardware Repair				✓
Preventative Maintenance				✓
Continuous Network Monitoring and Management				✓
Planned System Updates				✓
Service Delivery Management, with Dedicated Service Delivery Manager				✓
Remote Network Event Monitoring			✓	✓
Radiotracker Location (Optional)		✓	✓	✓
Radiotracker Reporting		✓	✓	✓
Network Updates		✓	✓	✓
Software Updates	✓	✓	✓	✓
Security Updates	✓	✓	✓	✓
Network Hardware Repair	✓	✓	✓	✓
24x7x365 Technical Support	✓	✓	✓	✓
Customer Hub	✓	✓	✓	✓



Benefits of Premier Services

With growing technology requirements, evolving cyber threats and end-user demands, your system management responsibilities go far beyond hardware and software updates.

Managed evolution of your network to meet business needs

Your DIMETRA X Core system is an IP-based, software driven environment with complex integration requirements. As more features and capabilities are introduced for voice and data applications, your ability to implement these changes can impact your system performance and affect your end-users' ability to communicate effectively. Our Managed Services team can help expedite these changes – so your users can benefit from the enhancements sooner.

Predictable operating cost

Establishing network operations centres and addressing technology refreshes, system repairs and other maintenance issues add to your total cost of ownership. Unforeseen network issues can also strain your budget. Premier Services gives you a predictable and cost effective solution for your capital expenditures, ongoing system updates, cybersecurity and network maintenance expenses.

Reduce risk

With an understanding of your goals and priorities, our Service Level Agreements (SLAs) ensure you receive the service you expect. We are accountable for your system's integrity and the availability of your network. You reduce your risk and gain peace of mind with us as your services and technology partner.

Access the latest technology

Gain access to technology, maintenance and management, as well as processes, documentation and reporting capabilities that may be unavailable with your internal resources. Your end-users benefit from the latest features and functionality, without the organisational complexity of supporting and maintaining your network or investing in the required tools and resources.

Leverage system data for performance management

Your system contains terabytes of data that can be used to improve your network performance. Our Managed Services team applies advanced analytics to give you valuable insights into your network and help you predict and prevent outages.

As a Premier Service customer, you have access to in-depth performance management reports and analysis from your Services Delivery Manager to help you assess your overall system health, including the following vital network aspects:

- Availability
- Critical network events
- Grade of service
- Illegal carriers
- Link status
- Subscriber rejects

These reports contain system improvement recommendations from your Services Delivery Manager, based on our experience and data from hundreds of networks around the world. They provide intelligence for continuous performance improvement of your system.





To learn more, visit:
www.motorolasolutions.com/dimetraxcare



This brochure covers DIMETRA X Core services for Europe, Middle East and Africa region.

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