



PREMIER SERVICES

MAXIMISE PERFORMANCE AND REDUCE RISK

FOR ASTRO® 25 AND DIMETRA™ SYSTEMS
APAC REGION



MOTOROLA SOLUTIONS

SHIFT RESPONSIBILITY OF NETWORK MANAGEMENT TO EXPERIENCED TECHNOLOGISTS

Mission critical communications systems have become increasingly complex as more features and capabilities for voice and data applications are introduced. The skills and expertise required to maximise system performance and mitigate risk are not always readily available in-house nor part of the core function of the organisations that depend on them every day. With Premier Services, you can transfer the day-to-day operations management of your mission critical system and technologies to Motorola's experienced, managed services professionals focused on ensuring availability and maximising performance.

Your evolving technological requirements are addressed with a comprehensive suite of services derived from best practices for achieving mission critical-level performance. These services include the highest forms of onsite and technical support, repair, preventive maintenance, network event monitoring, cybersecurity, and network upgrades designed for effectively resolving all operational challenges.

In addition, proactive measures are applied to ensure your network is operating and optimized for peak performance. Your network is managed around-the-clock by technologists with decades of mission critical experience who are intimately familiar with your system requirements.

There are two levels of Premier Services – Premier and Premier Plus. Either can be configured to address part or all of your network infrastructure needs. Both are tailored to address your performance goals and relieve you of the financial and operational risks of managing your communication system. Working with you, we will define measurable Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) so you can rest assured your performance expectations are achieved.

We will be fully accountable for guaranteed performance and assured outcomes 24x7x365, enabling your staff to focus on core tasks and objectives.

MAXIMISE PERFORMANCE AND REDUCE RISK

PREMIER: TRANSFER OPERATIONAL RISK WITH GUARANTEED PERFORMANCE

Premier Services provides you with a holistic set of services that address the support, maintenance, repair, monitoring, cybersecurity and network upgrades required to keep your network operating at your target performance levels. These services are delivered with industry-leading tools and processes to ensure faster resolution of network issues, minimise interruptions and outages and improve your overall experience of the services received.

Premier Services include:

- **End-to-end management** of network events via a single point of contact who takes full ownership from the moment an incident is detected to its resolution.
- **Uncompromised management** of services delivered to ensure they are consistent with your established KPIs and SLAs plus regular reporting for your review.
- **Dedicated technologists proactively monitoring network events** for system issues. When actionable events are identified, remote diagnosis is conducted and measures are taken to resolve problems remotely. If necessary, a local field technician is dispatched to the affected site to resolve the issue.
- **24x7x365 access** to Motorola's system technologists to help troubleshoot and resolve network issues.
- **Priority network hardware repair** for all Motorola-manufactured and select third-party vendors' equipment. Factory trained and certified technicians troubleshoot, analyze, test, and repair your equipment at our centralized facility. All equipment is returned to factory specifications and updated with the latest firmware before being expedited back to you.
- **Remote installation of pre-tested security updates** onto your system to address known vulnerabilities.
- **Onsite support** for system issues that need to be addressed at an effected site with guaranteed restoration time based on established SLAs.
- **Enhanced preventive maintenance** by certified technicians to preserve reliability and original manufacturer's specifications which includes testing and alignment of key network components. This service is conducted at a cadence that improves system efficiency, reduces failures and minimizes total cost of ownership by extending the useful life of your network.
- **Planned network upgrades**, implementation and change management services required to maintain your network at the highest level of support to get the most value from your investment with the latest features and security enhancements.
- **Infrastructure asset management** to aggregate and manage your entire system's hardware and software status and information.
- **System provisioning** to assign priority access to the network based on user profile and incident type.
- **Proactive security monitoring** from our dedicated Security Operations Center (SOC) by security experts ready to respond to cyber threats upon detection.
- **Baseline cybersecurity assessment** using industry standards and frameworks to help you understand your risk posture with recommended actions to mitigate cyber attacks.

PREMIER PLUS: ACHIEVE GREATER EFFICIENCY

Premier Plus includes all the services in Premier along with those targeted at optimizing your network performance and managing unforeseen incidents and special events. These services are a suite of proactive measures that ensure the information traversing over your network is prioritized, complete and delivered to end-users – on time, every time for the most effective connectivity and coverage.

Premier Plus Services include:

- **Capacity and coverage optimisation** to review your network performance data and identify where bottlenecks and minimal coverage exist. With these insights, your network settings are reconfigured and if necessary, we consult with you on recommended infrastructure additions or upgrades to address these issues.
- **Disaster recovery and special event management** to review your current network coverage and processes and document plans and procedures for redundancy in the case of a disaster and for augmenting your performance, coverage and provisioning for special events.
- **Spare parts management** to optimise your inventory control and logistics process which ensures you have the right number and types of parts when needed – ultimately minimising capital expenditure and reducing the number of unneeded parts.
- **Spectrum management** to ensure your network is compliant with regulatory requirements and your allocated radio frequency is being used by your end-users as efficiently as possible.
- **Recurring cybersecurity risk assessments** conducted as needed to review your risk posture and understand how to continuously safeguard your operational integrity from evolving cyber threats.

REAL-TIME VISIBILITY TO CRITICAL SYSTEM AND SERVICE PERFORMANCE

Only Motorola offers you real-time visibility to your network operations, performance and service delivery status with MyView Portal. Get instant access, 24x7x365, from any web-enabled device to network details such as:

- System Performance
- Service Level Agreement Compliance
- Incident Tickets and Resolution Status
- Service Delivery Information
- Historical Reports
- Asset Information
- Security Update Status
- Network Upgrade Status
- Device Information, Status and Management
- and much more

The data provided on the portal is aggregated from the suite of industry-leading tools used to proactively manage your system from our Solution Support Center – so you know it's reliable and up-to-date.

Experience increased transparency to your network details from dashboards configured to your unique requirements in MyView Portal. Information displayed is always pertinent to your operations and can also be customised based on user access permissions, to provide the right level of detail to the right people.



MyView Portal

Availability of MyView is based on geographic location. To find out more please contact your local customer support manager.

UNMATCHED BENEFITS

LOWER TOTAL COST OF OWNERSHIP

With fewer personnel needed for maintaining, managing and monitoring your network, you will achieve savings by reducing technical training time and expenses. Minimise your investment required for technology refresh, network upgrades, repair and other ongoing operational costs – all managed by Motorola.

REDUCE RISK

By understanding your goals and priorities, we create Service Level Agreements (SLAs) based on relevant Key Performance Indicators (KPIs), to ensure you receive the service you expect. This reduces your risk and builds peace of mind knowing Motorola is your primary 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 of the technology, without the organisational complexity of building and operating the network.

FOCUS ON YOUR MISSION

Relying on our dedicated Managed Services team of experts to develop, customise and maintain your mission critical system, allows you to focus on running your organisation while gaining the flexibility to redeploy key resources in more productive and cost-effective ways.

FOR EVERY
25%
INCREASE IN SYSTEM
FUNCTIONALITY

THERE IS
100%
INCREASE IN
COMPLEXITY¹

¹SOURCE : 2012 Gartner Symposium



SERVICE DELIVERY RESOURCES FOR OPTIMAL CUSTOMER SATISFACTION

Our goal is to ensure you maintain system uptime and availability. Dedicated Managed Services professionals with intimate knowledge of your operations are staffed in our Solutions Support Center, 24x7x365. Their sole focus is to ensure your system operates at maximum performance using the latest state-of-the-art tools and ITIL processes to proactively manage your network.

This management approach provides you with a single point of contact to address all network related issues and immediate access to technical resources and engineering expertise. At their fingertips is our integrated event correlation, maintenance and reporting platform that has been uniquely configured and automated for continuous monitoring and rapid incident response. As a result, potential network faults are quickly and accurately resolved.

Another key resource you will have as a Premier Services customer is a dedicated Service Delivery Manager charged with facilitating and resolving all your services needs. This individual serves as your advocate and assumes full ownership that your services are delivered at the shortest response time allotted.

To learn more, visit www.motorolasolutions.com/services

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