New technology features, dynamic talkgroups and need for security updates demand constant radio updates. It is often difficult to keep staff up-to-date on the latest technologies. In addition, constantly programming radios is a time consuming and complex process which further challenges in-house resources, especially in lieu of shrinking budgets. When asked, 55% of public safety organizations find it a challenge to maintain qualified in-house talent.

Motorola Solutions offers device programming and provisioning services to ensure that your fleet is always fully optimized with the latest software and security updates. With decades of experience and extensive technical knowledge coupled with industry leading tools, our team of experts can help you to maximize efficiency and improve radio fleet performance.

Fast and Simplified Programming, Software and Security Updates
Motorola Solutions’ flexible programming and provisioning services are designed to reduce risks, optimize costs and provide end users a better experience with up-to-date and fully operational devices. These capabilities are offered as a subscription service, providing a more predictable opex model.
Programming allows you to push specific information and features from the customer code plug template to the radio itself. Provisioning is a way to add unique device identifiers to the system infrastructure, so the network is aware of the device and its feature set. Our services include:

**BATCH PROGRAMMING**
Maintaining your radio fleet doesn’t have to be expensive or time-consuming. With Batch Programming, up to 16 radios can be simultaneously programmed or upgraded via an Over-The-Air-Programming (OTAP), USB or Wi-Fi connection. Instead of programming one radio at a time, this approach can streamline physical radio programming and reduce programming time from days to hours, saving costs.

**CENTRALIZED DATABASE HOSTING**
Keeping track of radio fleet information can be a challenge. We offer a centralized hosted database service to securely manage and maintain device information, manage code plug history, and track and view each radio in the fleet. Unique code plug templates are centrally stored, making it easy to upgrade new or existing equipment. Programming jobs can be pre-scheduled to support other network requirements for greater operational efficiency.

**ON-SITE SET-UP AND TRAINING**
Our technical teams can help your organization set-up provisioning and programming processes to make you more effective in managing your fleet of devices. We will train your staff on the radio management software and radio commissioning in the radio management database, enabling your team to configure radio channels, set up talkgroups, provide site access and establish user IDs.

For more information on our Device Services contact your Motorola Solutions representative or visit us at www.motorolasolutions.com/deviceservices

**GLOBAL EXPERIENCE**

- **4M** Users under our managed service
- **20M** Events proactively monitored each day
- **13K** Systems installed
- **100K** Customers across 100 countries
- **90+** Years of experience

**MOTOROLA SOLUTIONS - YOUR TRUSTED PARTNER**

We believe that our set of highly knowledgeable people with industry certifications and mission-critical expertise, industry-leading ITIL process for centralized service delivery and governance, and state-of-the-art tools allow us to provide superior device services that address your needs today and in the future.

**TIME SAVINGS**

- **Updates using current on-prem methodology**
- **Over-the-air programming**
- **Wi-Fi / USB**

- **MONTHS TO DEPLOY**
- **WEEKS TO DEPLOY**

**Resources**
1. Motorola Solutions APX Two-Way Radio Management Survey
4. DuPage County Case Study

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