



# DIMETRA EXPRESS SERVICES

ENSURE CONTINUITY • ENHANCE PRODUCTIVITY • REDUCE RISK

When the unpredictable happens to your network, our Essential and Advanced Service Packages provide you with access to technical support teams and resources for troubleshooting and maintaining your DIMETRA Express system. Drive performance with the right level of service.

## **ESSENTIAL**

### **SUPPORT FOR TECHNICIANS WHEN NEEDED**

Get the help you need, anytime, with 24x7x365 access to Motorola Solutions system technologists to help troubleshoot and resolve network issues.

### **ENHANCE OPERATIONS WITH UPDATED SOFTWARE**

Regular software updates protect your network and enhance operations to extend the lifespan of your DIMETRA Express system. Invest in planned software updates to minimise unforeseen costs and service disruptions.

Software updates apply to all Motorola Solutions components within your network. All software releases are pre-tested and certified to ensure full functionality and compatibility with your network to mitigate any impact to performance. Once the software is validated, it will be made available for download and self-install when you are ready.

### **MINIMISE SERVICE DISRUPTION**

Our network hardware repair covers all Motorola Solutions-manufactured equipment and select third-party vendors. Factory-trained and certified technicians troubleshoot, analyse, test and repair your equipment at our centralised facility. Timely and accurate diagnosis and repair assures that all equipment you send to us is returned to factory specifications.

### **MITIGATE CYBERSECURITY THREATS**

To help you maintain operational integrity of your network and minimise cybersecurity risk, we provide the latest security updates pre-tested in our dedicated system test lab running the same software version as your network to ensure no service disruption. Once validated, you can download and install at your convenience.

## **ESSENTIAL PLUS**

### **ADDED FIELD SERVICES TO MINIMISE NETWORK DOWNTIME**

In addition to Essential Services, Essential Plus provides a higher level of support to help minimise unexpected downtime and quickly respond to network issues by engaging Motorola Solutions field services. With Essential Plus, you have access to our team of support professionals who know how to get the job done.

Your system response and restoration process begins immediately with one phone call. We will dispatch a local field technician to the affected site to help restore operations. Case management and escalation procedures are in place to ensure your contracted response times are met.

## **ADVANCED**

### **EFFICIENTLY UPDATE YOUR TECHNOLOGY**

Extend the lifespan of your DIMETRA Express system with software and server replacement. Obtain the necessary network updates required to maintain your network at the highest level of support.

With Network Updates, you are in control. It provides a cost-effective way of maintaining your system, and with built in technology refreshes cycles it prepares your system for the future.





UNMATCHED SERVICE DELIVERY

SOLUTIONS SUPPORT CENTRE

Our goal is to help you maintain continuous network uptime and availability. With one call to our Solutions Support Center, you have access to our experienced technologists 24x7x365 to help answer your questions and troubleshoot issues. These dedicated professionals have access to documented and repeatable fixes and labs to recreate your conditions for more effective troubleshooting. Rely on one point of coordinated contact for all of your service and repair needs.

STATE-OF-THE-ART REPAIR DEPOT

Our ISO 9001-certified procedures ensure your equipment is quickly returned to the highest quality standards. We replicate your network in our test labs in order to reproduce and analyse the issue. Trained and certified technicians utilise sophisticated, automated test equipment to analyse, isolate and repair your equipment. Expected turnaround time may vary by country due to specific local customs procedures. Contact your Motorola Solutions representative for details.

AT-A-GLANCE

SERVICES	ESSENTIAL	ESSENTIAL PLUS	ADVANCED
Network Updates			
Onsite Support			
Network Hardware Repair			
Self-installed Software Updates			
Self-installed Security Update Services			
8x5 <sup>1</sup> Remote Technical Support			
24x7x365 Technical Support - Critical Faults			

3-year service package is available for Essential and Essential Plus services while a 6-year service package is available for Advanced service.

<sup>1</sup> 9am-5pm GMT +8, Mon-Fri excluding public holidays.

For more information on Motorola Solutions DIMETRA Express Services, please contact your sales representative or visit [www.motorolasolutions.com/services](http://www.motorolasolutions.com/services)



Motorola Solutions Singapore Pte Ltd  
80 Pasir Panjang Road #18-81 Mapletree Business City II Singapore 117372

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trade-marks are the property of their respective owners. © 2018 Motorola Solutions, Inc. All rights reserved. APAC-04-2019