



PREMIER SERVICES

MAXIMIZE PERFORMANCE AND REDUCE RISK

FOR ASTRO® 25 AND DIMETRA™ SYSTEMS

LATIN AMERICA REGION



MOTOROLA SOLUTIONS



COMPLEXITIES IN MISSION CRITICAL SYSTEMS CONTINUE TO INCREASE

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 maximize system performance and mitigate risk are not always readily available in-house nor part of the core function of the organizations 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 Solutions' experienced, managed services professionals focused on ensuring availability and maximizing performance.

Premier Services are tailored to address your performance goals and relieve you of the financial and operational risks of managing your communication system. Motorola Solutions will be fully accountable for guaranteed performance and assured outcomes 24x7x365, enabling your staff to focus on core tasks and objectives.



SHIFT RESPONSIBILITY OF NETWORK MANAGEMENT TO EXPERIENCED TECHNOLOGISTS

The rising demands and performance requirements of your mission critical system are no longer limited to equipment changes and software updates. Today's critical network ecosystem requires expert acumen and various technological measures throughout the life of your system. With Premier Services, we take full responsibility for managing your network infrastructure.

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. 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.

FOR EVERY
25%
INCREASE IN SYSTEM
FUNCTIONALITY



THERE IS
100%
INCREASE IN
COMPLEXITY¹

MAXIMIZE 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, minimize 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 our system technologists to help troubleshoot and resolve network issues.
- **Network hardware repair** for all Motorola Solutions-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 returned 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.
- **Baseline cybersecurity assessment** using industry standards and frameworks to help you understand your risk posture with recommended actions to mitigate cyber attacks.
- **Optional security monitoring** from a Security Operations Center (SOC) ready to respond to cyber threats upon detection.
- **Optional spare parts management** to optimize your inventory control and logistics process which ensures you have the right number and types of parts when needed – ultimately minimizing capital expenditure and reducing the number of unneeded parts.

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 optimization** 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 planning 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.
- **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.

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. Minimize your investment required for technology refresh, network upgrades, repair and other ongoing operational costs – all managed by Motorola Solutions.

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 Solutions 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 organizational complexity of building and operating the network.

FOCUS ON YOUR MISSION

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

REALIZE THE FULL PERFORMANCE OF YOUR DEVICES AND APPLICATIONS

The mobile devices and applications used on your network are the gateways to the critical communications traversing over it. You can ensure an effective and consistent experience for your users by also transferring the management of these devices and applications to Motorola Solutions.

DEVICE MANAGEMENT

Beginning with accurate programming and deployment, you can rest assured that your devices will have your required hardware and software configurations upon receipt. Planned preventive maintenance, required software and firmware updates, and fleet template enhancements are supported, allowing your users to always experience the full performance and operational benefits of their devices.

APPLICATION MANAGEMENT

Applications can be overwhelming to implement, manage and ensure effective user adoption. As a Premier Services customer, you can transfer these responsibilities to us, and we will help ensure the latest software releases are deployed and kept current to your operational requirements. This includes tailored provisioning at system and user levels, complete user support and service desk access at any time.



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.

REAL-TIME VISIBILITY TO CRITICAL SYSTEM AND SERVICE PERFORMANCE

Only Motorola Solutions 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




MyView Portal

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 customized based on user access permissions, to provide the right level of detail to the right people.

*Availability of MyView Portal varies by geographical location. Please contact your local representative for more information about your region.



Premier Services are based on pre-defined Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) to help you reduce investment risks and system responsibility, while increasing system efficiency, performance and predictability of outcomes.

TRUST THE LEADER IN MISSION CRITICAL COMMUNICATIONS TO MANAGE YOUR NETWORK

With experts focused on guaranteeing system reliability and performance backed by Service Level Agreements (SLAs) designed to meet your system operations objective, you can rely on Motorola Solutions in the moments that matter. We have a proven track record in successfully managing and operating some of the largest and most complex government and private, mission critical communications systems around the world.

With Premier Services, you realize lower total cost of ownership and achieve better operational outcomes, without the complexity and added risk of operating a mission critical network yourself.

SOURCE

1. 2012 Gartner Symposium

For more information on Premier Services, contact your local representative or visit motorolasolutions.com/services

Motorola Solutions, Inc. 1301 E. Algonquin Road, Schaumburg, Illinois 60196 U.S.A. motorolasolutions.com

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