



# **ADVANCED SERVICES FOR DIMETRA™ SYSTEMS**

## IMPROVE RESPONSE AND CONTINUITY

Advanced Services provide you fast response to network issues by our qualified technicians who analyse and diagnose your network, as well as deliver routine maintenance. Two levels of support allow for flexibility to match your requirements.

### **ADVANCED**

#### **EFFICIENTLY UPDATE YOUR TECHNOLOGY**

Extend the lifespan of your network with planned system updates. Get the necessary updates, implementation and change management services required to maintain your network at the highest level of support.

Motorola Solutions heavily invests 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 the latest features and security enhancements while reducing total cost of ownership.

#### **ADDITIONAL SERVICE SUPPORT**

**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 equipment. Factory-trained and certified technicians troubleshoot, analyse, test and repair your equipment at our centralised facility. You will experience expert, high-quality, reliable support for rapid turnaround. Timely and accurate diagnosis and repair assures your equipment is returned to factory specifications and updated with the latest firmware.

**Onsite Services** minimise network downtime and provides a higher level of support to quickly respond to network issues. Whether your communications network needs routine maintenance or one of your towers has suffered a damaging lightning strike, you want a reliable service response and restoral process.

With Advanced Services, 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.

#### **Mitigate Cybersecurity Threats**

Self-installed security updates help maintain operational integrity of your network and minimise cybersecurity risk. Our certified security experts perform patch validation in our dedicated system test lab running the same software as your network to ensure no service disruption.

### **ADVANCED PLUS**

#### **REMOTE INCIDENT MANAGEMENT**

In addition to Advanced Services, Advanced Plus provides network event monitoring to provide around-the-clock vigilance by an 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, highly-trained 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, and to resolve it immediately. If remote resolution is not possible, a local field technician is dispatched to the affected site to resolve the issue; while the technologist maintains oversight until the network is restored and the case is closed.



# MYVIEW PORTAL



## FOR VISIBILITY TO CRITICAL SYSTEM AND SERVICES INFORMATION

Advanced Services include access to MyView Portal\* for system and service delivery information to help make smarter, faster and more proactive decisions to keep your network running smoothly and effectively.

### KEY FEATURES

- Service Delivery Information
- Historical Reports
- Asset Information
- Security Update Status
- System Updates Status

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

## UNMATCHED SERVICE DELIVERY

### SOLUTIONS SUPPORT CENTER

Our goal is to help you maintain continuous system uptime and availability. Rely on one point of coordinated contact for all of your service and repair needs. The Solutions Support Center is the cornerstone of our customer care and service delivery staffed 24x7x365 by experienced system technologists. This includes our ISO 9001-certified Network and Security Operations Centers (NOC/SOC) that leverage ITIL processes and common service platforms for event monitoring, management and issue resolution.

We continuously invests in resources, as well as in sophisticated test lab, tools, applications, and proven repeatable methodologies that ensure your network maintains absolute availability. System issues are identified and corrective actions taken before you are even aware there is a problem.

### 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	ADVANCED	ADVANCED PLUS
Network Event Monitoring		
Network Updates		
Onsite Support		
Self-installed Security Patch		
Network Hardware Repair		
24x7x365 Technical Support		

## A CONTINUUM OF EXPERT SERVICES



Rely on us to help you achieve your performance targets with the right service level you need for systems, devices and applications. Each package provides a higher level of support, transferring the risk and responsibility to Motorola Solutions.

For more information, visit [www.motorolasolutions.com/services](http://www.motorolasolutions.com/services)



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