



ESSENTIAL SERVICES FOR BROADBAND SOLUTIONS

SUPPORT WHEN YOU NEED IT

When the unpredictable happens, Essential Services provide you with access to technical support and resources for troubleshooting and maintenance, plus software updates and upgrades to keep your broadband system and WAVE™ 7000 push-to-talk (PTT) application current.

SUPPORT FOR YOUR TECHNICIANS WHEN NEEDED

Get the help you need, anytime, with 24x7x365 access to our experienced system technologists to help troubleshoot and resolve your broadband system and WAVE 7000 application-related issues. Our experts use documented and repeatable solutions and test environments to evaluate and recreate your conditions for more effective troubleshooting and faster resolution.

MINIMIZE SERVICE DISRUPTION

Experience expert, high-quality, reliable support for rapid turnaround of your hardware repairs. Certified technicians troubleshoot, analyze, test and repair Motorola Solutions-manufactured and specified third-party broadband infrastructure and WAVE 7000 equipment on site or at authorized repair facilities. Timely and accurate diagnosis and repair ensures your equipment is returned to standard operating condition.

EFFICIENTLY MANAGE EVOLVING SOFTWARE NEEDS

In the complex world of broadband communications, ensuring that your software is up to date is integral to your network and PTT application's performance. Motorola Solutions invests in the development and integration of broadband software to fix identified programming errors, enhance features and address the evolving technical demands of your broadband network.

As an Essential Services customer, you get security and software updates to safeguard your broadband system and PTT application from vulnerabilities and improve your network's performance.

You also receive our latest integrated system software release. Upgrading your Motorola Solutions broadband network and WAVE 7000 application with the latest features, functionalities and enhancements enables your team to consistently operate at target performance levels.





STATE-OF-THE-ART REPAIR DEPOT

Motorola Solutions' repair depot enables you to realize economies of scale that only a centralized service depot can provide. Our ISO 9001 and TL 9000-certified procedures ensure your equipment is quickly returned to the highest quality standards. When applicable, we use OEM repair facilities to engage the expert training and understanding of our select manufacturing partners. Trained and certified technicians utilize sophisticated, automated test equipment to analyze, isolate and repair your equipment.

SOLUTIONS SUPPORT CENTER

Our goal is to help you maintain continuous system uptime and availability. With one call to our Solutions Support Center, you have access to our experienced technologists who can answer your questions and troubleshoot issues. These dedicated professionals use documented and repeatable solutions to quickly resolve your network issues. Rely on one point of contact for all of your service and repair needs.

AT-A-GLANCE

SERVICES	ESSENTIAL
Software Upgrades	
Software Updates	
Network Hardware Repair	
24x7x365 Technical Support	

ENSURE CONTINUITY. ENHANCE PRODUCTIVITY. REDUCE RISK.



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



The service packages cover MOTOTRBO infrastructure and does not include MOTOTRBO devices.

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