



## PREMIER SERVICES FOR ASTRO® 25 AND DIMETRA™ SYSTEMS

### MAXIMIZE PERFORMANCE AND EXPEDITE CHANGE

With relentlessly growing technology requirements, evolving cyber threats and end-user demands, your system management responsibilities go far beyond hardware and software updates. With Premier Services, you will not have to shoulder these responsibilities on your own. Transfer your system operations to our experienced, managed services team, which focuses on ensuring availability, maximizing performance and expediting all system requirements and technology changes. We will partner with you to create an operation and management plan that addresses your system performance goals and considers your current support resources.

### YOUR TEAM. OUR EXPERTISE.

Your team plays an integral role in your system management operations. Premier Services gives you the option to retain your existing field service delivery resources. Your team will be responsible for preventive maintenance and onsite support activities while we manage the day-to-day operations of your system and partner with your team to resolve all network incidents. You receive the unmatched benefits of our managed services delivery, tools and expertise.

We ensure your performance goals are met and relieve you of the financial and operational risks of managing your communication system. Our managed services team is fully accountable for your system's operations and assures positive outcomes 24x7x365. Technology changes are expedited seamlessly and adapted to your operational needs. With industry-leading tools and defined service-level agreements (SLAs), you will experience faster resolution of network issues, minimal interruptions and outages and exceptional customer service.

#### Your service package includes:

- Uncompromised service delivery with a dedicated manager
- MyView Portal\*
- Planned system updates
- Network monitoring
- Priority network hardware repairs
- 24x7x365 technical support
- Onsite support
- Enhanced preventive maintenance
- Performance management
- Change management
- Problem management
- Infrastructure configuration management
- Fleetmap consulting
- Remote securing patching
- Security monitoring\*\*
- Cybersecurity risk assessment

Take full advantage of our expertise with several optional services to improve your efficiencies and end-user communications: fleetmap creation and fleetmap management.

**100%**  
**SUCCESS RATE**  
**FOR ALL CHANGE**  
**MANAGEMENT**  
**EFFORTS IN THE**  
**LAST YEAR**

## IMPROVING SYSTEM MANAGEMENT OPERATIONS

Our customers partner with us to improve the availability of their networks and ensure that their systems are optimized. Below is a use case of how we work with customers and their teams to improve operational efficiencies and maximize performance:

### CHALLENGE

A large metropolitan public safety agency had ongoing challenges with its third-party land mobile radio (LMR) system management provider. The speed and efficiencies at which network events were detected and resolved were subpar. Also, the agency's in-house team had limited knowledge about the IP-centric components of the system. With more than 5,000 end users and as one of the most visited destinations in the country, the agency wanted to ensure that network incidents were addressed, its technology remained up to date and its users had access to the latest features and capabilities that the system had to offer. To meet these goals, the agency sort out a managed services partner to augment its in-house resources and skills.

### SOLUTION

The public safety agency chose Motorola Solutions' Premier Services Package to keep its in-house resources while also benefiting from the IP-centric aspects of managed services.

### RESULTS

- The agency has a single point of contact via an assigned service delivery manager for all network issues.
- The agency benefits from Motorola Solutions' Network Operations Center (NOC) team, who pinpoint network incidents and resolve them remotely whenever possible. As a result, the agency's in-house resources have improved operating efficiencies while also gaining the flexibility and control to use either the in-house team or ours for onsite issues. The in-house team can lean on our managed services experts for extra support and expertise as needed, gaining access to domain knowledge for support on issues relating to product bug fixes, product failures and advanced product features. This included tier 1 to 4 expertise.
- With reports from the MyView Portal, the agency can monitor and review how its system is performing and being serviced.
- The agency has confidence that its system is safeguarded against cyber threats from the end-to-end security measures that are being applied, including patching, monitoring and period risk assessments.

## UNMATCHED MANAGED SERVICES BENEFITS

### Rapid execution of network requirements

Our managed services team expedites all changes that impact your system performance so your team doesn't miss a beat.

### Access the latest technology

Your end users benefit from the latest features and functionality without the organizational complexity of supporting and maintaining your network or investing in the required tools and resources.

### Reduce risk

Measurable SLAs ensure that your performance expectations are met.

### Predictable operating cost

A cost-effective solution that allows you to forgo upfront capital and ongoing expenses for hardware, software and maintenance requirements.

### Focus on your mission

Rely on our dedicated managed services team to maintain and support your critical communication system while you focus on running your organization with the flexibility to deploy key resources in more productive and cost-effective ways.



For more information about Premier Services for ASTRO 25 AND DIMETRA systems, contact your local representative or visit [motorolasolutions.com/services](https://motorolasolutions.com/services).

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

\*\*Service is only available for ASTRO 25 and not for DIMETRA Systems.



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