



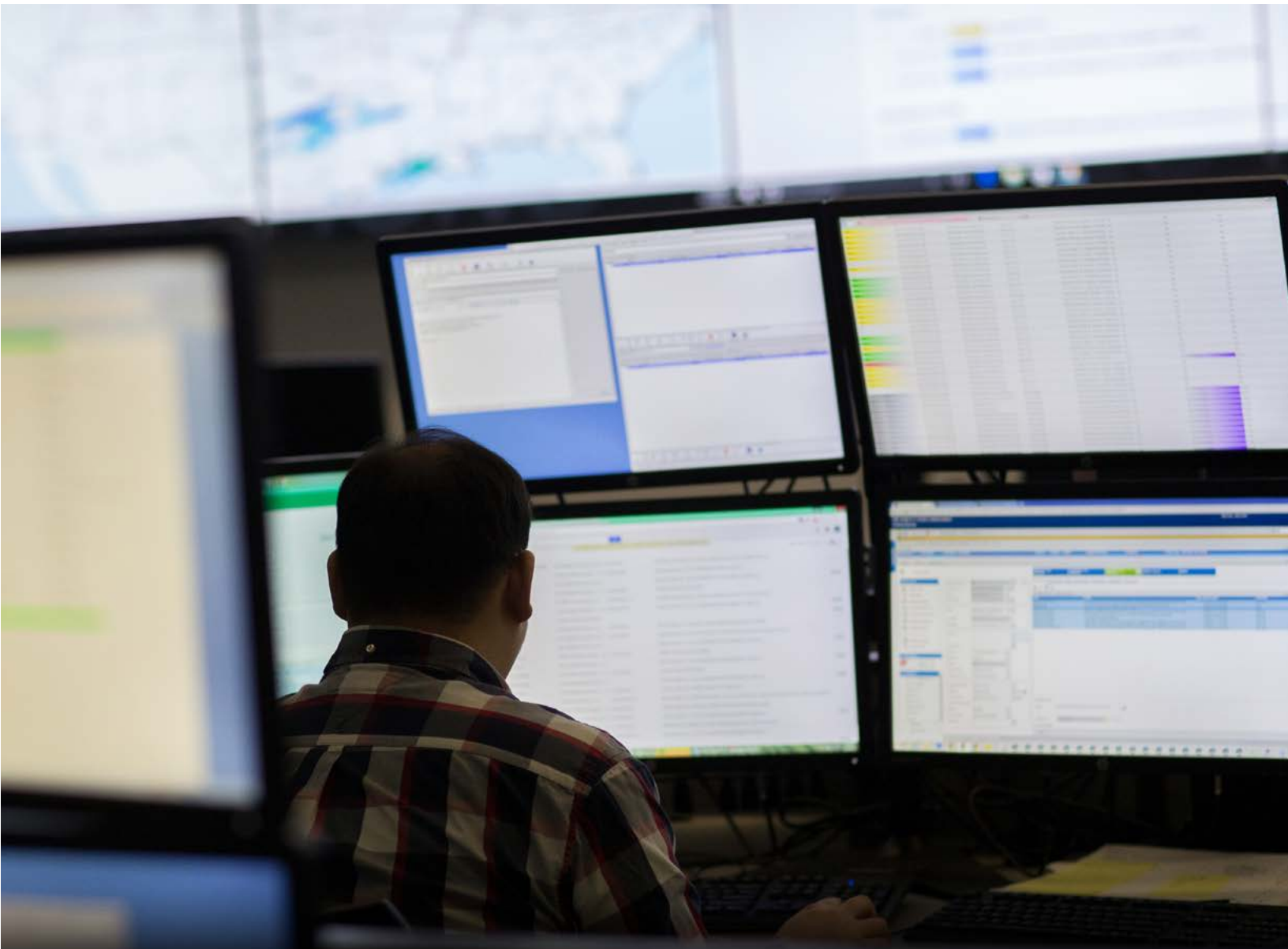
MAXIMIZE PERFORMANCE AND EXPEDITE CHANGE

PREMIER SERVICES FOR ASTRO[®] 25 SYSTEMS



PREMIER SERVICES

Maintaining and supporting your land mobile radio (LMR) system has never been harder. 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 for ASTRO® 25 systems, you will not have to shoulder LMR system management responsibilities on your own. Transfer your system operations to our experienced, managed services team focused 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.



UNMATCHED MANAGED SERVICES BENEFITS

RAPID EXECUTION OF NETWORK REQUIREMENTS

Your LMR system is an IP-based, software driven environment with complex integration requirements. As more features and capabilities are introduced for voice and data applications, your ability to address these changes can impact your system performance and affect your end-users' ability to communicate effectively. Our managed services team expedites these changes—so your team does not miss a beat.

PREDICTABLE OPERATING COST

Establishing network and security operations centers and addressing technology refreshes, system repairs and other maintenance issues add to your total cost of ownership. Unforeseen network issues can also stain your budget. Premier Services gives you a predictable and cost-effective solution for your capital expenditures and ongoing system updates, cybersecurity and network maintenance expenses.

REDUCE RISK

With an understanding of your goals and priorities, our service level agreements (SLAs) ensure you receive the service you expect. We are accountable for your system's integrity and the availability of your network. You reduce your risk and gain peace of mind with us as 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, without the organizational complexity of supporting and maintaining your network or investing in the required tools and resources.

FOCUS ON YOUR MISSION

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

“ Having Motorola Solutions Managed Services in place has been a cost-effective solution to provide around-the-clock network support giving our users confidence that the network is ready for them when they need it most. ”

George Crouch, Public Safety Communications Administrator, South Carolina



A PARTNERSHIP FOR ENHANCED SYSTEM PERFORMANCE

In our global survey of 120 LMR system managers, respondents said several issues are extremely or very important to system performance: having an understanding the overall health and performance of their system, optimizing their network, cybersecurity and lifecycle management. Premier Services addresses these items and much more¹.

When you are a Premier Services for ASTRO® 25 systems customer, we partner with you to 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 the day-to-day operations of your system and assured outcomes 24x7x365. Technology changes are expedited seamlessly and adapted to your operational needs. With industry-leading tools and defined SLAs, you will experience faster resolution of network issues, minimal interruptions and outages and exceptional customer service. Your service package includes:

Uncompromised service delivery management to ensure network incidents are resolved within your established KPIs and SLAs. All cases are addressed through a single point of contact who takes full ownership from the moment an incident is detected to its resolution.

A dedicated Service Delivery Manager charged with facilitating and resolving all your service needs. This individual is your advocate and assumes full ownership that of your services are delivered as expected.

Planned system updates, and implementation 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.

Continuous network monitoring and management of events around-the-clock using best-in-class tools and expertise. When actionable events are identified, we conduct a remote diagnosis and take measures to resolve problems remotely. If necessary, we dispatch a local field technician to resolve the issue.

Enhanced preventive maintenance by certified technicians to preserve reliability and original manufacturer's specifications, including testing and alignment of key network components. This service is conducted at a cadence that improves system efficiency, reduces failures and minimizes your total cost of ownership by extending the useful life of your network.

Priority network hardware repair for all our 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 expedited back to you.

24x7x365 access to our system technologists to help troubleshoot and resolve network issues.

Onsite support for system issues that need to be addressed at an affected site with guaranteed restoration time based on established SLAs.

Problem management to proactively identify reoccurring network incidents patterns and resolve them before they have an adverse impact to the system and end users.

Change management to ensure changes to the network do not impact end-user communication, are applied by authorized individuals and all affected parties are aware of changes applied. Our team had a 100 percent success rate for all change management efforts in the past year.

Infrastructure configuration management to aggregate and manage your entire system's hardware and software status and information.

Fleetmap consulting on an annual basis to ensure your talkgroups are accurate and optimized for your end user.

Remote installation of pre-tested security updates onto your system to address known vulnerabilities.

Security monitoring from our dedicated Security Operations Center (SOC) by knowledge experts who are ready to respond to cyber threats upon detection.

Cybersecurity risk assessment using industry standards and frameworks to help you understand your risk posture with recommended actions to mitigate cyber attacks.

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

SHIFT SYSTEM MANAGEMENT RESPONSIBILITIES TO OUR EXPERIENCED TECHNOLOGISTS

With Premier Services, your network is managed around the clock by technologists who have decades of business- and mission-critical experience and are intimately familiar with your ASTRO 25 system requirements. You can take advantage of their expertise through other optional services to improve efficiencies and end-user communications:

Backhaul monitoring of primary and redundant links around-the-clock for failures. When an incident is detected, we dispatch your service provider to the affected site and oversee the case until it is resolved.

Advance exchange of faulty hardware. We will replace your equipment while you send your malfunctioning one back to us.

Fleetmap management to ensure applicable features and parameters are applied to the network and provisioned to respective talkgroups.

Fleetmap creation of your talkgroups for your operational needs and their programming onto the network.

CAN YOU ADDRESS THE ACTIVITIES CRITICAL TO YOUR NETWORK?

About 40 percent of LMR system managers from our global survey were not satisfied with the support and maintenance tasks they cited as being vital system performance.¹



Premier Services provides you with a comprehensive suite of services derived from best practices to address the system operations tasks above and much more.



YOUR TEAM. OUR EXPERTISE.

Your team plays an integral role in your system management operations. Premier Services for ASTRO 25 systems give 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 them to resolve all network incidents. You receive the unmatched benefits of our managed services delivery, tools and expertise. We ensure your system performs at your operational goals and you have visibility to the services being delivered.

MYVIEW PORTAL



VISIBILITY TO CRITICAL SYSTEM AND SERVICES INFORMATION

Only Motorola Solutions offers you on-demand visibility to your network operations, performance and service delivery status with MyView Portal. Get instant access from any web-enabled device to network details—24x7x365—into an array of areas:

- 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

Data from the portal is aggregated from a suite of industry-leading tools used to proactively manage your system from our Centralized Managed Support Operations (CMSO) so you know it is reliable and up to date.

Experience greater transparency about your network details with our dashboards, which are configured to your unique requirements in MyView Portal. Information can also be customized based on user access permissions to provide the right level of detail to the right people.

LEVERAGING SYSTEM DATA FOR PERFORMANCE MANAGEMENT

Your ASTRO 25 system contains terabytes of data that can be used to improve your network performance. Our managed services team applies advanced analytics to give you valuable insights into your network and help you predict and prevent outages.

As a Premier Service customer, you have access to in-depth performance management reports and analysis from your Services Delivery Manager to help you assess your overall system health, including the following vital network issues:

- Availability
- Critical network events
- Grade of service
- Illegal carriers
- Link status
- Subscriber rejects

These reports—with system improvement recommendations from your Services Delivery Manager based on our experience and data from hundreds of networks around the world—provide valuable insights into system trends and behaviors that enable us to act on potential faults, identify affected links, sites and network elements during adverse weather or special events, conduct root-cause and post-event analysis, understand system configuration and improvement needs and much more. These insights provide greater intelligence for continuous performance improvement of your ASTRO 25 system.



TRUST THE LEADER IN CRITICAL COMMUNICATIONS TO MANAGE YOUR SYSTEM

As one of the people responsible for keeping those on the ground connected, you understand the new challenges associated with managing your LMR system. Our Premier Services Package ensures that your users have a secure and reliable network, faster deployment of network changes, better operational outcomes, without the complexity and added risk of operating a critical communication network yourself.

Our experience managing and operating some of the largest and most complex government and private, LMR systems around the world will be applied to your ASTRO 25 system. Its availability and performance are guaranteed with defined SLAs, enabling your staff to focus on core tasks and objectives.

SOURCE

1. 2018 Motorola Solutions Global System Management Survey

**For more information, contact your local representative
or visit motorolasolutions.com/services.**



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