

Brochure

A dedicated partner

Managed & Support Services for
mission-critical operations



Mission-critical operations require seamless monitoring and communication.

For organizations responsible for mission-critical operations, ensuring peak system performance and security is vital. Whether you're protecting lives or securing business operations, downtime is simply not an option. The effective management of an ever-evolving technology ecosystem is challenging, requiring the right mix of expertise, processes, platforms and tools to meet operational goals and maintain system adaptability.

As agencies and enterprises adopt new technologies to boost productivity and better serve their communities and customers, they must also figure out how to manage complex systems, mitigate cyber risks and stay within budget constraints. Motorola Solutions' Managed and Support Services are designed to help you overcome these hurdles, providing a clear path to optimize your technology investment. We help ensure your systems remain available and secure so you can confidently focus on your mission.



Managed and Support Services: your foundation for success

You've made a significant investment in best-in-class technologies. To unlock the full value of your systems, however, you need the right combination of skilled internal resources along with expert guidance and support. This provides the foundation of success for the ongoing management of your solutions.

Our Managed and Support Services can help you maintain availability, security and resiliency of your technology ecosystem throughout its lifecycle. When downtime can be disastrous, our mission-critical systems experts, structured approach and advanced tools help keep your solutions running smoothly and effectively.

Our services provide access to an abundance of intrinsic knowledge and experience, making sure your technology investments are optimized, secured and future-ready.

With an understanding of our products and solutions that goes beyond the manual, our team of professionals provide proactive guidance, anticipate potential challenges, empower your team and help you achieve your business and mission-critical objectives while confidently adopting new innovations to better protect your community.



Effectively managing your ecosystem starts with the right plan

Any initiative to better manage mission-critical operations begins with addressing three key factors: complexity, performance and cost. You need a unified plan that spans your entire organization, including networks, Emergency Call Handling (ECH), devices, radio systems, software, mobile and fixed video and more.

Streamline management

Today's mission-critical ecosystem is a set of sophisticated IT-interdependent technologies, with each component having its own unique level of technological requirements and lifespan. By addressing the unique management needs of your solutions, you can streamline updates, enhance efficiency and minimize potential points of failure. Gaining operational efficiency and increased visibility into an ever-evolving technology ecosystem requires an integrated approach to system management.

Maintain performance

Downtime can be caused by any number of issues, including cyber attacks, manual configuration problems and outdated software. Add in the possibility of physical threats from natural disasters and managing a secure system becomes an increasingly difficult task. Our Managed and Support Services teams can maintain the performance of your mission-critical operations by working with your organization to develop a customized plan focused on system availability, resiliency and responsiveness.

Manage costs

Securing the budget to hire and retain staff with the wide variation of skill sets needed to properly manage your solutions can be challenging and costly. We help you make the most of your budget with flexible procurement options, including OpEx with as-a-service solutions. By transitioning to a more predictable cost model, you gain the freedom to invest in your priorities and empower your team to focus on what matters most. This approach simplifies financial planning and helps you achieve more with your existing resources.

.5%

of IT projects are truly 'successful'.¹

Just one in every 200 projects are completed on time, within budget and deliver the intended benefits.

1.5

natural disasters per day expected by 2030.²

Rising number and intensity of natural disasters are putting stress on organizations like never before.

65%

of US technology leaders say they're expected to do more with less budget.³

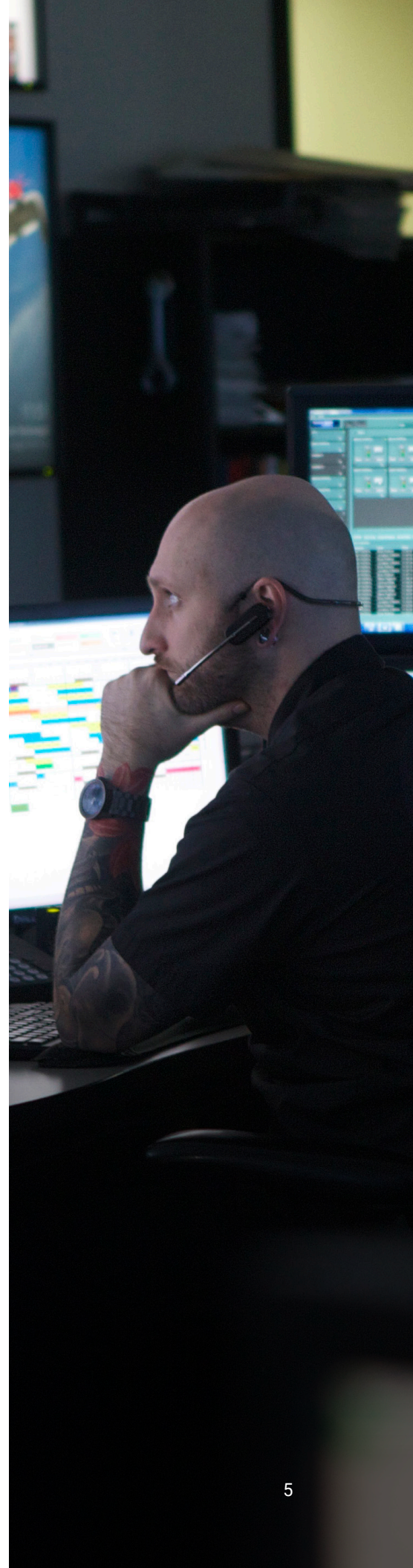
Organizations are facing relentless pressure to do more despite budget restraints.



Trusted mission-critical services

On-site & remote support

We offer a wide range of services to help you manage your mission-critical ecosystem, including technical support, monitoring and in-person or online training. From routine device support to comprehensive 24/7 cyber threat detection and response, our team brings decades of experience to provide peak operational performance and security.





Cybersecurity services

- Managed Detection and Response (MDR)
- NIST-aligned risk assessments
- Vulnerability assessments
- Penetration testing
- Incident response planning
- Security updates and patches



Lifecycle services

- Software and hardware maintenance
- System and software upgrades
- Extensive testing, system pre-checks and back ups
- Onsite consulting services
- Ongoing lifecycle management



Centralized services

- Network monitoring
- Software application monitoring
- Customer care
- Technical triage
- Technical support



Field services

- Customer support managers
- Customer success advocates
- Preventive maintenance and upgrades
- Onsite corrective response and restoration

Detect and respond to cyber threats faster

Strengthen your defenses against cyberattacks with our Managed Detection and Response (MDR) service, powered by our ActiveEye security platform, and a wide range of professional services. In addition, we offer comprehensive security patching services that include identification of vulnerabilities, pre-testing and onsite or remote deployment options.

Our MDR service helps quickly identify and address cyber threats that could impact the availability of mission-critical systems like Emergency Call Handling (ECH), Computer-Aided Dispatch (CAD) and Land Mobile Radio (LMR) systems as well as IT networks and endpoints. Threat intelligence from the Public Safety Threat Alliance (PSTA) is incorporated into our ActiveEye MDR platform for even deeper insights into potential security issues facing organizations that rely on mission-critical systems.

Aligned to the National Institute of Standards and Technology (NIST) Cybersecurity Framework, our services assist in finding and responding to security incidents faster to prevent or limit disrupted communications and downtime. With expertise in both public safety and enterprise environments, our team can help you develop a strong and thoroughly vetted incident response plan to improve your overall resilience against threats.



PSTA
Public Safety Threat Alliance
Public Safety ISAO

The Public Safety Threat Alliance (PSTA)

The PSTA, recognized by the Cybersecurity & Infrastructure Security Agency (CISA), was established by Motorola Solutions as an Information Sharing & Analysis Organization (ISAO) in 2022. The PSTA specializes in sharing intelligence on cyber threats to emergency communication systems and public safety. All services are provided to members at no cost, including threat reports, vulnerability alerts, dark web monitoring and an automated indicator feed. Public safety agencies are highly encouraged to join, benefit from and contribute to this network. By participating, they can help improve the cybersecurity posture and resilience of mission-critical systems.



Get the most out of your mission-critical solutions

Proven support for Critical Communications

Optimize performance of your radio systems and devices.

When every second counts, critical communications can't fail. With our Managed and Support Services, you can be confident your radio systems are available and ready. We offer 24/7 technical support and proactive network infrastructure monitoring from our global Network Operations Centers (NOCs). In addition to preventive maintenance and purpose-built cybersecurity solutions, unmatched expert guidance from our team of professionals helps you maintain system availability and performance, even in the toughest environments. We perform continuous data analysis to help prevent issues before they impact network performance or end users.

When a radio is down, that means a team member is offline. Our device and radio management services are focused on the essentials, including hardware repair, accidental damage and technical support. We also offer programming tools and software updates to prevent equipment failures and maintain security and functionality. With our depot repair services and battery fleet management, we can handle the logistics of hardware maintenance and replacement, minimizing downtime and keeping your teams connected. Physical inspection, cleaning and component alignment of your radios and network equipment can help keep them in top condition.



Peak performance for Command Center Software

Experience uninterrupted command center operations with cloud-based and on-prem solutions.

We offer a wide range of Managed and Support Services to help ensure the availability, performance and security of your mission-critical public safety software, including CAD, Records Management System (RMS) and ECH solutions. Our teams take a holistic approach to maximizing performance and reliability to minimize the risk of downtime or disrupted communications, enhance operational readiness and reduce the impact of cyber threats.

With our Managed and Support Services, you can be confident your command center systems are always ready. We offer 24/7 technical support, proactive system monitoring, specialized cybersecurity solutions and unmatched expert guidance. We help your teams manage the complexity of software updates and system administration as well as system hardware refreshes and upgrades so you can focus on serving your community.





Enhanced operational efficiency for Video Security

Protect your 'eyes on scene' with video security infrastructure and application services.

Motorola Solutions understands the importance of getting the most value out of your video security systems. Our video services help equip your agency with the knowledge and expertise needed to fully leverage the capabilities of your solutions.

Whether you are utilizing our cutting-edge mobile, in-car, license plate recognition, body camera or fixed video solutions, you can get dedicated, expert support for rapid issue resolution and minimal downtime. Our services are designed to fit your organization's needs, budget and goals. They include proactive maintenance, preventive health checks and seamless management of all hardware and software upgrades. We also provide comprehensive, end-to-end infrastructure services that cover network optimization and storage management. Continuous and automated monitoring helps track the health of software and devices, predicting potential issues and alerting teams before critical footage is impacted. Our professional services team can also provide services to help secure your system against cyber threats and optimize performance for maximum video quality and data retention.

Key features and benefits:

- Maintain mission-critical technology performance
- Proactive network monitoring and maintenance
- Tested software updates to patch known vulnerabilities
- 24/7 tech support with rapid response times
- Advanced 24/7 threat detection and response to mitigate cyber attacks
- Assessments to identify and reduce cyber risks
- Improved operational efficiency and reduced risk of downtime
- Flexible purchase options to fit unique public safety needs



Tap into our skills to help your team succeed



People

Our depth of knowledge of the products we sell and the relationships we have with the people who build them allows us to optimize responses to solve complex problems in mission-critical environments. With decades of experience, our personnel stay on the cutting edge through comprehensive, ongoing training, knowledge sharing and communication of best practices. Our professionals hold top industry certifications and work hand-in-hand to ensure system availability, performance and security.



Processes

Your product investment is maximized through planned releases as we continue to develop capabilities, features and integrations to keep up with the demands of your organization. Our experts have unparalleled experience working with global organizations to design service delivery strategies that successfully support mission-critical operations. We foster a culture of continuous improvement through service design, transition and operations within our delivery framework.



Tools

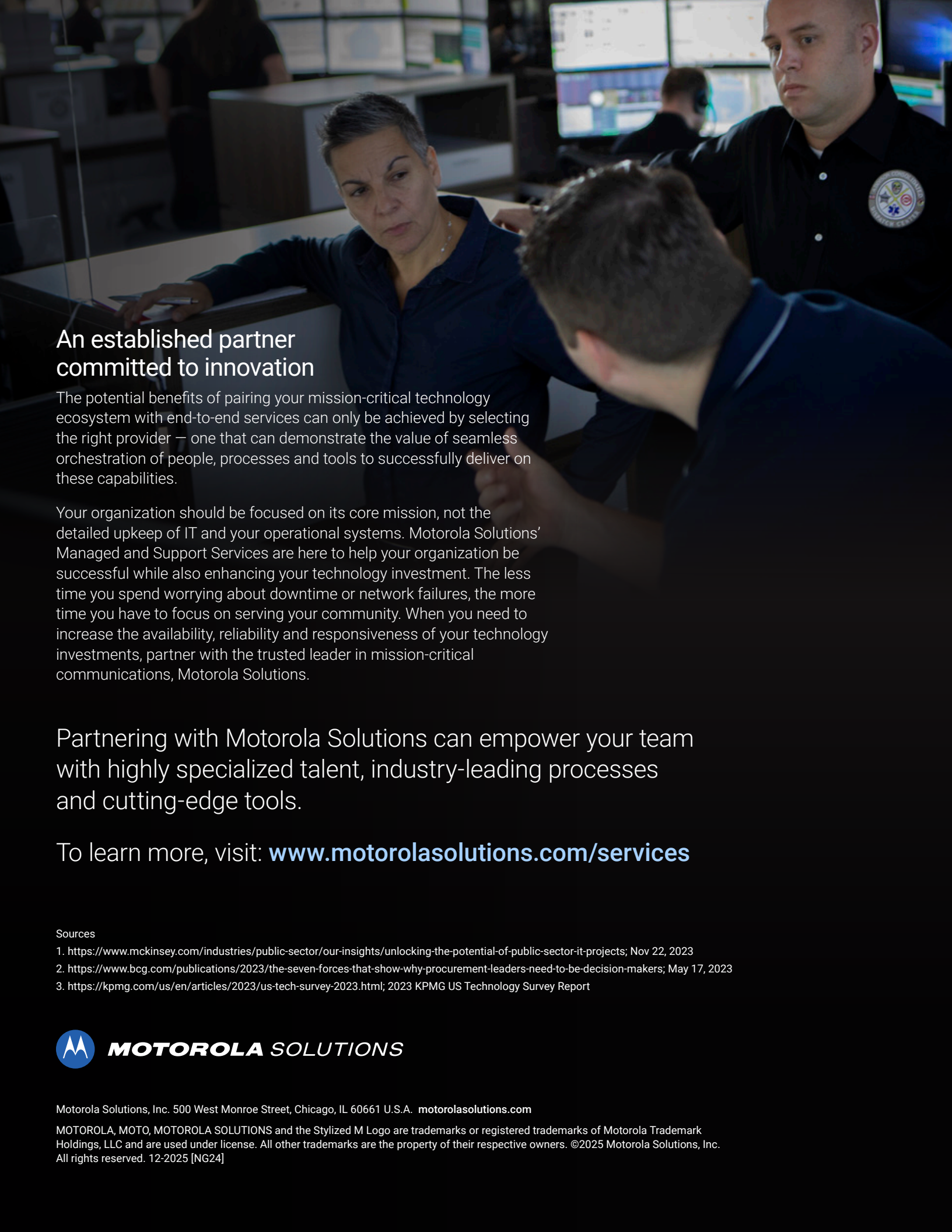
Our tools employ capabilities such as machine learning to continuously optimize system performance and prevent issues, as well as sensor-based diagnostics and intelligent alerts that deliver predictive and prescriptive insights to resolve issues faster. Advanced automation and analytics drive faster insights and help accelerate service responses while easily scaling operations to manage peak loads.

- Technical support operations: use extensive system knowledge to remotely resolve issues quickly
- System engineering: provide expertise to resolve complex incidents
- Cybersecurity analysts and consultants: apply expert understanding of cyber threats impacting public safety and enterprise systems
- Customer Support Managers (CSMs): trusted advisors develop deep relationships
- System managers: experienced and knowledgeable technical operations resources assigned to your radio communications system

- Planned product releases: helps optimize your technology investment with scheduled updates
- Ongoing development: drives innovation through continuous evolution of features, integrations and capabilities
- Industry-standard design: utilizes Information Technology Infrastructure Library (ITIL) framework and service design principles
- Unified delivery framework: incorporates service transition and operations to create a cohesive experience
- Consistent and predictable management: supports availability and reliability of systems across the technology lifecycle

- Global NOCs: detect and resolve technical issues, analyze incidents, report performance and help prevent future issues
- Global SOCs: detect and resolve cyber threats, analyze incidents, report key metrics and help prevent future issues while providing full visibility via the co-managed ActiveEye platform
- Customer Hub: manage cases, repairs, orders, subscriptions, billing and software via our self-service portal





An established partner committed to innovation

The potential benefits of pairing your mission-critical technology ecosystem with end-to-end services can only be achieved by selecting the right provider — one that can demonstrate the value of seamless orchestration of people, processes and tools to successfully deliver on these capabilities.

Your organization should be focused on its core mission, not the detailed upkeep of IT and your operational systems. Motorola Solutions' Managed and Support Services are here to help your organization be successful while also enhancing your technology investment. The less time you spend worrying about downtime or network failures, the more time you have to focus on serving your community. When you need to increase the availability, reliability and responsiveness of your technology investments, partner with the trusted leader in mission-critical communications, Motorola Solutions.

Partnering with Motorola Solutions can empower your team with highly specialized talent, industry-leading processes and cutting-edge tools.

To learn more, visit: www.motorolasolutions.com/services

Sources

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