

# MYVIEW PORTAL

## MANAGED AND SUPPORT SERVICES

### INCREASE VISIBILITY TO SYSTEM AND SERVICES INFORMATION

Actionable insights into your mission-critical operations give you the knowledge needed to mitigate risks and enhance network performance. With Essential, Advanced and Premier Service Packages, MyView Portal gives you valuable system and service information whenever you need it.

MyView Portal is a web-based platform that provides a transparent, single source view of your devices and infrastructure maintenance and operations along with historical system and service delivery information. You can easily access devices and infrastructure data from your desktop, laptop or tablet web browser.

With MyView Portal, you have access to dashboards of current data from our Network Operations and Security Operations Center (NOC/SOC). You can also check the devices and infrastructure status of your sites, leverage performance trending reports, track cases from creation to resolution, view and update case management details and receive information on security updates. These system insights give you valuable information to make data-driven decisions that keep your devices and infrastructure running efficiently.

#### YOUR SINGLE SOURCE FOR OPERATIONAL INSIGHTS

- Access MyView Portal from your desktop, laptop or tablet web browser
- Receive the latest security updates
- Track case resolution and equipment repairs
- Custom views to data based on roles and responsibilities
- Manage case data and performance

Essential, Advanced and Premier Service packages provide access to MyView Portal while giving you the flexibility to choose the right level of service required to support your business. Features available on MyView Portal are specific to the service package you select.

### DRIVE YOUR PERFORMANCE WITH THE RIGHT LEVEL OF SERVICE



ENSURE CONTINUITY • ENHANCE PRODUCTIVITY • REDUCE RISK

# MYVIEW PORTAL CAPABILITIES BY SERVICE PACKAGE

## ESSENTIAL SERVICES

With your Essential Services Package, MyView Portal offers technical support when and where you need it to help your staff maintain and restore your system.\*

**TECHNICAL SUPPORT:** View all of your case status details to compare them to our committed response time.

**HARDWARE REPAIR:** Track your return material authorizations (RMAs) shipped to our repair depot and eliminate the need to call for status updates.

**SECURITY PATCHING:** Download your pre-tested security updates to ensure your system is protected.

**TRENDING REPORTS:** Access up to 13 months of your historical data and system activity to analyze case management.

**ORDER AND CONTRACT INFORMATION:** View all your orders and recent contract information.

\*Essential packages vary based on platform.

## ADVANCED SERVICES

With your Advanced Services Package, MyView Portal includes all of the Essential Services capabilities and remote delivery of the latest security patches to improve network response and continuity.\*

**EVENT MONITORING REPORTS:** See resolution status for incidents and notifications by severity level.

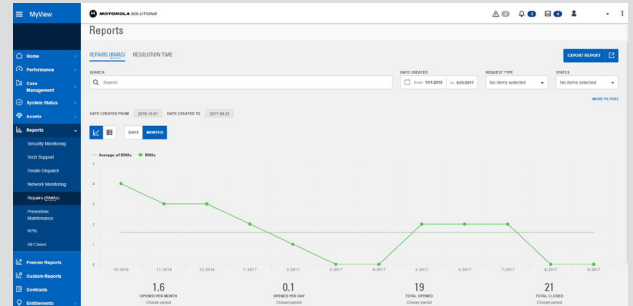
**SECURITY PATCHING:** Receive automated patch downloads and status on completed updates.

**SYSTEM UPGRADE NOTIFICATIONS:** View hardware and software updates in addition to alerts to areas that need compliance attention.

**PROVIDES SUMMARY OF KEY RADIO INFORMATION INCLUDING:**

- Device Inventory / Age / Serial Number
- Device Firmware Version
- Alias (Radio assigned to)
- Last Update Version / Date
- Repair Status
- RM Programming Job Status
- Device Services Subscription Expiration Date
- Web-based platform for a transparent, single source view for device and service info

### Network Hardware Repair: RMAs

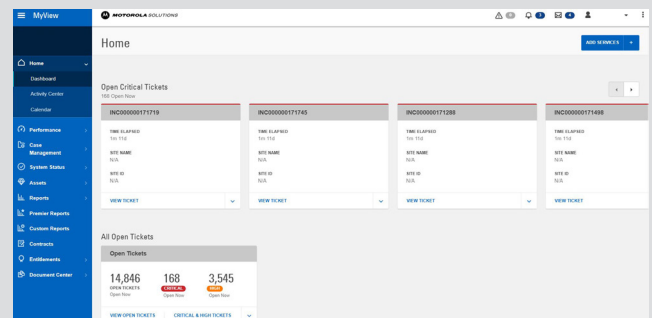


Track status of RMAs by serial number to see carrier and shipping information by location

**ONSITE SUPPORT:** Observe case details by severity level and track the progress of onsite support issue resolution.

**ANNUAL PREVENTIVE MAINTENANCE:** Access the maintenance status for all of your sites and quickly identify actions you need to take to optimize system performance.

### System Dashboard View



Review service case reports. Drill down to see trends on service performance.

\*Advanced packages vary based on platform.

With your Premier Services Package, MyView Portal includes all of the Advanced Services capabilities and additional features based on pre-defined Service Level Agreements (SLAs) and Key Performance Indicators (KPIs). Transfer day-to-day network operations to our managed services professionals to operate all or part of your system to reduce investment risk and system responsibility.

**OVERALL NETWORK STATUS:** View a high-level graphical dashboard of the health and operation of your network, along with notices and bulletins on system issues or network traffic anomalies.

**EMERGENCY ALERTS TICKER:** Access rapid dissemination of severe incidents that may cause system issues or impact your network traffic such as extreme weather, natural disaster, etc.

**SUBSYSTEM STATUS:** Gain a quick understanding of the status of your subsystems and the specific sites that are impacting overall performance.

**SITE STATUS:** View the health of your sites and important performance data, such as link status, utilization percentage, emergency calls, etc.

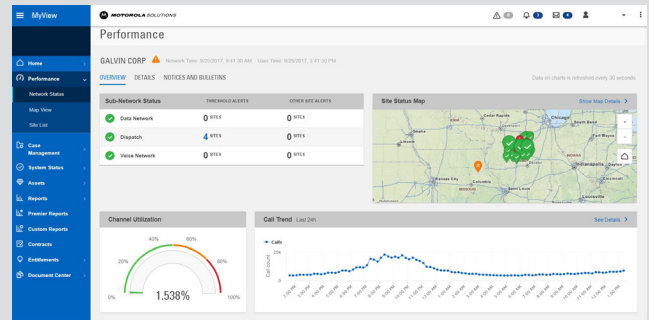
**INCIDENT STATUS:** See all your system tickets and details on how we are responding to each incident.

**MAPPING COVERAGE:** Leverage a geographical view of your sites, their current status and predicted coverage based on system performance to ensure you are well-informed of your system's availability.

**HISTORICAL REPORTS:** Use your monthly reports and trends to show how we performed against key performance indicators to ensure clear accountability and transparency.

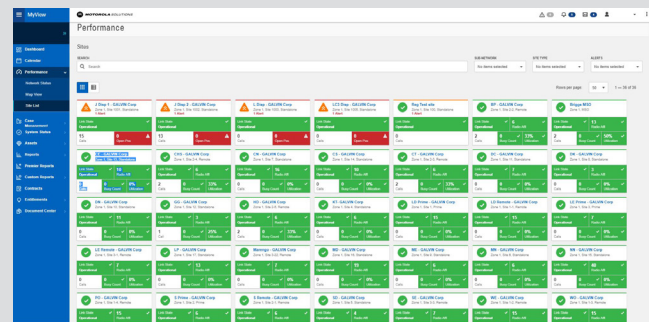
**SYSTEM DOCUMENTS:** View all of your system and services related documents, such as user guides, product bulletins and training materials.

### Network Status



See a comprehensive view of your overall system operations and network locations.

### Site Status











View detailed information on a specific site with clear visual cues for power outages, emergency calls and more.

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# PROVIDING KEY OPERATIONAL INSIGHTS

ACTIONS TAKEN	RESULTS DELIVERED
<b>TRACK EQUIPMENT REPAIRS</b> 	Look up your RMAs and current repair status with shipping information and serial numbers of your original equipment and replacements provided.
<b>ANALYZE TECHNICAL SUPPORT TRENDS</b> 	Assess how network issues are impacting your operations. View by site, date range and severity level to support your root cause analysis.
<b>CHECK AVAILABILITY OF SECURITY PATCHES</b> 	Access the latest pre-tested security patches that are available to keep your system protected.
<b>PERFORM SITE LEVEL FAULT ANALYSIS</b> 	Review site level case data to determine performance improvement opportunities. Confirm target service levels are achieved at your sites.
<b>ASSESS INFRASTRUCTURE LIFECYCLE</b> 	Evaluate your current system hardware and software across all of your zones, locations and consoles to identify upgrades that are available to improve the operating efficiency of your network.
<b>TRACK KEY PERFORMANCE INDICATORS</b> 	Analyze service delivery information to see overall performance trends and confirm service level commitments are being met.
<b>VIEW NETWORK STATUS</b> 	View data via a comprehensive graphical dashboard that gives you information about your network and highlights areas that need attention via color-coded performance indicators.
<b>REVIEW SITE STATUS DATA</b> 	Determine your capacity utilization by reviewing call types. Monitor your power supply sources to ensure planned emergency power is readily available. Track your incident trends and resolution progress.

For further information about MyView Portal contact your sales representative or visit [www.motorolasolutions.com/myview](http://www.motorolasolutions.com/myview)

