SERVICES FOR MISSION-CRITICAL OPERATIONS

MAXIMIZE THE VALUE OF YOUR TECHNOLOGY ECOSYSTEM

WHITE PAPER
Many traditional communications and mission-critical systems are transitioning from being hardware to software-centric, expanding the IT footprint far beyond where it was even a few years ago. In addition, public safety agencies have experienced a rapid infusion of new technologies such as body-worn cameras, new software platforms and video analytics.

Agencies are saddled with legacy, outdated systems and insufficient IT resources, including both staff and budget. 40% of an agency’s computers may be over seven years old and running decades old software.

Add it all up and agencies are struggling with increasing technology complexity, without the means to adequately manage it. The stakes for public safety organizations trying to keep up are only getting higher.

Natural disasters. Terrorism. Cyber attacks. In 2018 alone, there were 315 natural disasters globally that each caused billions of US dollars in damages. In just one recent hurricane, Motorola Solutions tallied 500,000 system events in 48 hours from our customers’ public safety systems that were in the path of the storm. In 2019, there were hundreds of mass shootings across the globe, with that number increasing at a rapid pace each year. Recent cyberattacks have held city governments’ data hostage, costing them millions of dollars to get their systems up and running again. This is just a small sample of the threat environment public safety agencies must operate in.

When lives are at stake, you need to overcome these challenges and ensure the uninterrupted availability and peak effectiveness of mission-critical communication systems.
Disconnected systems and multiple touchpoints create inefficiencies and multiple points of failure. Increasing number and intensity of natural disasters are putting stress on the network like never before. Agencies are facing relentless pressure to do more with less.

Given these obstacles, what’s the best path forward for you to ensure peak performance for your mission-critical technology ecosystem?

The answer is clear. Your agency needs access to end-to-end mission-critical capabilities and expertise, from technical support, to system monitoring and management services, to cybersecurity solutions that span the entire technology ecosystem including radios, software applications, video analytics and security.

You may already have mission-critical best-in-class technologies. However, the real value of your investments can only be unlocked with the right combination of in-house skills, managed and support services.

Today, this combination of the right technology solution, paired with the right service delivery model, is the foundation of successful technology implementations.
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. While it’s possible to institute the right processes, hire the right people and secure the right tools in-house at your agency, it can be highly challenging and costly.

Your agency is rightly focused on its core mission, not the detailed upkeep of IT and mission-critical systems. Hiring an external service provider can empower your team with highly specialized talent, industry-leading processes, ongoing training and cutting-edge tools. Plus, partnering with the right service provider can help reduce the total cost of ownership for your mission-critical systems. There are key factors to consider when selecting a service provider.

**DEEP MISSION-CRITICAL SKILLS AND EXPERIENCE**

Having domain expertise around traditional two-way radio systems is a baseline requirement for any service provider. That expertise should extend to managing change, cloud-based solutions, new machine-learning and artificial intelligence technologies, security, software and video solutions and most importantly successfully managing integration across all of these platforms. The service provider should be constantly investing in knowledge sharing, training and communication of best practices to ensure that their skill set stays sharp and is always relevant.

**ALIGNMENT WITH INDUSTRY-LEADING ITIL FRAMEWORK**

Like any other IT system, your mission-critical ecosystem requires adoption of an ITIL-based approach to service management that focuses on aligning mission-critical services with the needs of an organization and adopts an agile approach to change management. Leveraging the principles of the ITIL framework your service provider should follow detailed processes, procedures, tasks, and checklists that can be applied towards service design, service transition, service operations and continual service improvement.

**FLEXIBLE CONSUMPTION MODELS**

A one-size-fits-all approach simply doesn’t work for today’s agencies. A service provider must have deep expertise across all delivery models, including in-house, managed services, and cloud-based or hybrid as-a-service consumption models. They should structure that expertise to uniquely meet your specific business needs.

**VISIBILITY AND CONTROL**

Working with a service provider does not have to mean losing control or visibility. The right service provider will partner with you to define and execute service-level agreements (SLAs) that align with your business outcomes. These can range from response times to system availability and capacity. Any provider should always allow you to have granular visibility into your system health including networks, radios, software applications and security. Service providers can offer this access through a secure web-based portal, giving you an easy to access, end-to-end view of your system.

**AUTOMATION FOR SYSTEM MANAGEMENT**

A forward-looking service provider understands that it is important to transition from a break/fix methodology to a proactive approach that emphasizes problem prevention and continuous improvement. Investing in sophisticated automation and analytics technologies can make system and security management more predictive and prescriptive, driving faster and more efficient resolution of system issues.

**CENTRALIZED DELIVERY COUPLED WITH LOCAL EXPERTISE**

A service provider with global capabilities can learn from diverse customers across the globe, constantly improving service delivery governance, platforms and processes. At the same time, local expertise and community presence ensures compliance with specific regulatory and legal requirements. You are best serviced by providers offering a combination of both. Global coverage also lays the foundation of a rich data lake that constantly helps improve machine-learning models driving automation.

**RESEARCH AND DEVELOPMENT DRIVING INNOVATION**

Working with a service provider should be a long-term strategic partnership. You need a forward looking partner that continuously makes informed investments in new technologies and transformative strategies. These investments are what allow them to deliver the most innovative solutions that align to your business needs.
Motorola Solutions Monitoring and Management services include a wide range of capabilities that help you ensure mission-critical availability, responsiveness and resiliency. To prevent network outages, we offer robust and proactive network infrastructure monitoring and incident management services from our Network Operations Center. Our network management capabilities can automatically detect and identify network issues in minutes. Our automated network monitoring, coupled with a seasoned team of network engineers and technicians, ensure that complex network issues are resolved as quickly as possible. Advanced reporting services provide near real-time visibility into network performance and capacity while continuous data analysis improves ongoing system management, preventing issues by addressing their root causes before they impact network performance and end users. We are looking to adopt a similar approach for monitoring the health of video cameras and two-way radios.

Our Network Operations Center plays a critical role during an emergency or disaster-related major event, such as political conventions, natural disasters and catastrophes that have a direct or potential impact on customers’ systems. In these instances, multiple teams within Motorola Solutions are activated for real-time, hands-on support and communication. We also specialize in Lifecycle Management services that help you maintain and secure your systems. These services address technology refreshes, while enabling security and ongoing system availability and resilience. They include software maintenance, system upgrades and ongoing lifecycle management. Periodic technology updates are provided for base stations, site controllers, routers, LAN switches, servers, dispatch consoles, operating system software and more, so your system stays current and future-proof.

In addition, our Device services ensure all your two-way radio communication needs are met, with a full range of device programming and provisioning services. These services include radio management software licensing, on-site setup and training, database hosting and access to a management portal that helps you maintain visibility into your devices. With constant technology, software and security feature updates, you maximize the performance of your radios.
WE CLOSELY FOLLOW LEADING GOVERNANCE AND OVERSIGHT STRATEGIES THROUGHOUT THE PRODUCT DEVELOPMENT, IMPLEMENTATION AND OPERATIONAL SUPPORT LIFECYCLE.

Our continuous 24x7x365 security monitoring capabilities can automatically detect system abnormalities, allowing you to take action faster. Our security experts assist in restoring functionality with recovery plans uniquely tailored to your organization and use lessons learned to inform the process from the start.

CYBERSECURITY SERVICES
Our cybersecurity services approach follows the National Institute of Standards and Technology (NIST) Cybersecurity Framework, to help you manage your cyber risk awareness, detection, response and recovery. We closely follow leading governance and oversight strategies throughout the product development, implementation and operational support lifecycle.

We help your agency assess risk by inventorizing critical assets and systems, then providing a thorough risk analysis and vulnerability assessment. Next, we develop a roadmap and strategy to deploy new policies and procedures, introduce protective tools and implement appropriate access and auditing controls. It is well known that security patching is the first and best defense against cyber attacks. We work with you to identify the gaps around your system patches. All hardware and software assets, network and communication flows and dependencies are identified, mapped, classified and managed according to criticality. As new patching needs arise, they are tested and deployed within the network.

We闭关紧随领导的治理和监督策略贯穿整个产品开发、实施和操作支持生命周期。

我们的持续24x7x365的安全监控能力可以自动检测系统异常，允许您更快地采取行动。我们的安全专家协助恢复功能，用恢复计划独特地适应于您的组织，并使用所学的教训来影响从头开始的过程。

网络安全服务
我们的网络安全服务采用了国家标准和技术局（NIST）的网络安全框架，帮助您管理网络安全风险意识、检测、响应和恢复。我们紧密跟踪领导的治理和监督策略贯穿整个产品开发、实施和操作支持生命周期。

我们通过评估风险来帮助您的机构，识别关键资产和系统，然后提供全面的风险分析和漏洞评估。接下来，我们制定一个路线图和策略来部署新的政策和程序，引入保护性工具并实施适当的访问和审计控制。众所周知，安全补丁是抵御网络攻击的第一和最好的防护线。我们与您合作识别系统漏洞，映射、分类并管理到重要性。当新的补丁需求出现时，它们被测试并部署到网络内。
MISSION-CRITICAL ITIL FRAMEWORK

Motorola Solutions delivers high service availability with a well-defined framework.

ITIL process has various stages each focused on a specific phase of the service lifecycle.

STRATEGY
We develop a deep understanding of our customers’ operating procedures that directly informs our service strategy. Our experienced team draws on intimate knowledge from our customers to develop the service delivery model, ensuring that the service architecture, policies and processes meet your needs. A robust governance model ensures secure data management and information flows.

SERVICE DESIGN
Motorola Solutions designs and implements a comprehensive solutions and services architecture with built-in security. Automation, analytics and other leading-edge technologies are included as a part of the service design.

SERVICE OPERATIONS
Well-defined procedures and processes ensure that all the day-to-day management and support activities are running smoothly, such as network and security operations and service desk. Escalation handling processes are also documented.

SERVICE TRANSITION
We help you with onboarding, documenting SLAs while ensuring you are comfortable with the processes, procedures and changes. All services are tested and validated before release. With change management, we control any changes to configurable assets or system activities, ensuring that they are implemented with minimal disruption and risk. Configuration management verifies that system change requests are expeditiously fulfilled while managing comprehensive records and accurate views of release information.

OUR EXPERIENCED TEAM DRAWS ON INTIMATE KNOWLEDGE FROM OUR CUSTOMERS TO DEVELOP THE SERVICE DELIVERY MODEL, ENSURING THAT THE SERVICE ARCHITECTURE, POLICIES AND PROCESSES MEET YOUR NEEDS.
SERVICE CONSUMPTION MODELS

We provide flexible options in-line with your business and IT needs.

SUPPORT SERVICES
You maintain more substantial, in-house IT capability that we augment with specialized skills for break/fix resolution and system updates. You maintain easy access to escalation resources.

MANAGED SERVICES
You outsource the specialized IT functions in software, network, devices, video and security to us and we proactively manage the health of your entire ecosystem.

AS-A-SERVICE
You can access capabilities from a cloud-based service that provides agile delivery of new features, updates and security patches. Such a model has no upfront capital, is easily scalable and is easy to deploy.

SERVICE MANAGEMENT PORTAL

Get visibility into your system with a web-based portal.

We understand that it is critical for you to have full visibility into the performance of your entire technology ecosystem. Our web-based management portal, MyView, provides actionable insights into your system status and health, allowing you to keep an eye on the health of your mission-critical ecosystem. MyView provides quick, easy insight into your network, devices, security, software and services delivery status.

MyView Portal provides technical support details on your open cases and repairs, available software updates, and recent orders. You can view proactive notifications on upcoming events, and secure messages between you and your Motorola Solutions contact.

With a friendly user interface you can get access to graphical reports showing your current and historical data for network availability, coverage, capacity, security and network monitoring cases, average resolution time for all cases and more. Graphical case reports are also available for technical support, returned material authorizations and on-site dispatch.

GLOBAL SCALE AND EXPERIENCE

Get a closer look at our scale and experience.

RISK

AGENCY IN-HOUSE

SERVICE PROVIDER

SERVICE CONSUMPTION

SCHAUMBURG, IL 20M 4M
SANTIAGO, CL 13K 100K 100K
PALMETTO, SC
SCHAUMBURG, IL
SANTIAGO, CL
PALMETTO, SC

GLOBAL SCALE

NETWORK OPERATIONS CENTERS

GLOBAL SCALE AND EXPERIENCE

SCHAUMBURG, IL
SANTIAGO, CL
PALMETTO, SC

EVENTS PROACTIVELY MONITORED EACH DAY

USERS UNDER OUR MANAGED SERVICE

GLOBAL SCALE AND EXPERIENCE

SCHAUMBURG, IL
SANTIAGO, CL
PALMETTO, SC

GLOBAL SCALE AND EXPERIENCE

SCHAUMBURG, IL
SANTIAGO, CL
PALMETTO, SC
MISSION-CRITICAL ECOSYSTEM

Complexity managed.
So your technology is ‘always on’.

Whether managing everyday routines or major disasters, your technology must be ready. Our mission-critical rigor to people, process and tools centralizes operations so you can stay focused on your mission and not the technology.

From everyday technical support, to 24/7 monitoring and management, and cybersecurity, your technology ecosystem is assured for resiliency, availability and responsiveness, secure from threats and always current with technology advancements.

The complexity of managing networks, devices, software, video and security is unified, and your total cost of ownership is predictable. And in an environment of sophisticated threats, you can shield your operations to identify, prevent and respond to cyber attacks, and make sure your system is always on and never failing.

For more information, visit www.motorolasolutions.com/services