

INFRASTRUCTURE REPAIR SERVICE



**STATE-OF-THE-ART DEPOT, FACTORY-TRAINED TECHNICIANS,
PROVEN REPAIR PROCESS**



**OVER
2,300**

**PUBLIC SAFETY CUSTOMERS LEVERAGE THE
EXPERTISE, EXPERIENCE, SOPHISTICATED TEST LABS,
STATE-OF-THE-ART REPAIR EQUIPMENT, AND PROVEN,
REPEATABLE CASE MANAGEMENT PROCEDURES
PROVIDED BY MOTOROLA'S IDO.**

WE FOCUS ON OUR CORE COMPETENCY SO YOU CAN FOCUS ON YOURS

Your operation relies on the ability to communicate and stay connected in order to focus on achieving your organizational goals. That's why you made an investment in deploying technology from an industry leader you can trust. But things happen. Components can fail over time and that's where Motorola Infrastructure Repair Service can help. Keeping your communications network operating at its best and available to your users is what we do.

Technology has increased in complexity over the years and unless you have the significant level of resources – technicians, tools, and processes – that it takes to support today's communications networks, it makes good economic sense to leverage the experts. Motorola has made that investment for you. Motorola's Infrastructure Depot Operations (IDO) allows you to take advantage of the economies of scale that a centralized depot can provide. Over 2,300 public safety customers leverage the expertise, experience, sophisticated test labs, state-of-the-art repair equipment, and proven, repeatable case management procedures provided by Motorola's IDO.

RELIABLE, TIMELY NETWORK REPAIR

Motorola's knowledgeable, highly trained and certified technicians utilize sophisticated, automated test equipment to analyze, isolate, and repair Motorola-manufactured equipment as well as equipment from select thirdparty vendors. With the Advanced Replacement service, a Field Replaceable Unit (FRU) is shipped to you to minimize downtime while your board is being repaired. And with our rigorous and defined case and escalation management procedures, your repair is monitored to ensure quality and cycle time commitments are met.

ADVANTAGES THAT MAKE SENSE

Motorola Infrastructure Repair service, along with Infrastructure Repair with Advanced Replacement, provides maximum preparedness for your infrastructure equipment and minimizes service disruption. Motorola commits that all eligible infrastructure equipment will be repaired, returned to factory specifications, and shipped back to you in accordance with a published timeline. It's all about expert support you can count on.

What you get	Why it's important
24x7x365 availability	Immediate access to Motorola support
Motorola original replacement parts	All Motorola equipment repairs are returned to factory specifications using only Motorola-manufactured parts
Automated test equipment	Timely and accurate diagnosis assures that all Motorola equipment is returned on-spec and updated to current firmware version
Field Replaceable Units	Taking advantage of Infrastructure with Advanced Replacement minimizes downtime
90-Day Repair Warranty	We guarantee that your repairs will be done right
Quick turnaround time	Strict commitment to published cycle times means you will know when your equipment will be repaired and returned to you

INFRASTRUCTURE REPAIR WITH ADVANCED REPLACEMENT

Infrastructure Repair with Advanced Replacement is a higher tier service that significantly minimizes downtime. When you purchase Infrastructure Repair with Advanced Replacement, IDO keeps a stock of Field Replaceable Units (FRUs) that ship to you within 24 hours, no matter where you are in North America. When a component fails, Infrastructure Repair with Advanced Replacement keeps your network available for your users.

Motorola Infrastructure Repair provides benefits that make sense, including:

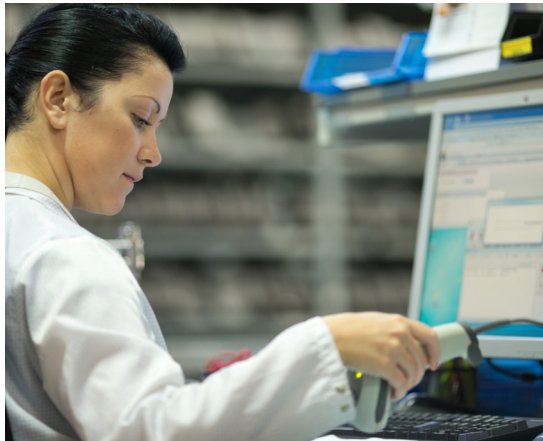
- **Budgeted repair expense:** By investing in a cost-effective Motorola Infrastructure Repair service agreement, you can more easily predict your network support costs
- **Quicker repairs:** Equipment covered under service agreements receive priority repair and because we have the tools and resources required, cycle time is kept to a minimum
- **Reduced downtime:** When you purchase an Infrastructure with Advanced Replacement service agreement, Motorola will send you an exchange unit to replace the malfunctioning unit to keep your network running
- **One call does it all:** Motorola also supports equipment from select third party vendors; no need to send equipment to multiple locations, we will handle the repair management for you

THE MOTOROLA DIFFERENCE

Motorola's comprehensive portfolio of value-added services provides end-to-end support of your mission critical communications network. Infrastructure Repair Services provides the support you need to minimize downtime, keep your network operating at peak efficiency, and lets you focus on your operations. With years of experience, our certified and knowledgeable technicians are familiar with networks like yours, and receive on-going training to stay abreast of current and emerging technologies.

With over 75 years experience in RF communications and customers in more than 80 countries, Motorola has an in-depth knowledge of mission critical processes, services and solutions that are focused specifically on government and public safety customers. And over 6,500 service professionals and 900 local points of presence stand ready to help you gain the most out of your communications investment with end to end professional services that include Systems Integration, Managed Services, Security, Network Optimization, Applications.

**OVER
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**EXPERIENCE IN RF
COMMUNICATIONS**



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To learn more, please visit www.motorolasolutions.com/services or locate your local Motorola Solutions representative in our contacts directory at www.motorolasolutions.com/contactus

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