

ONSITE INFRASTRUCTURE RESPONSE SERVICE



ENSURING FAST, LOCAL RESPONSE TO SYSTEM ISSUES



LEVERAGING MOTOROLA'S COMPREHENSIVE RESOURCES AT AN AFFORDABLE COST

The economics just make sense. Maintaining the level of communications availability needed by most operations requires a team of technicians to be available 24x7x365. This means enough resources to cover three shifts a day, seven days a week, including holidays and vacations. It means continuous training for those technicians to keep them up to speed on current technology. And it means investing in sophisticated test equipment, industry standard repair tools, and the high level of oversight management required to ensure things get done right the first time.

For smaller systems, that level of investment is necessary but financially unrealistic. For larger systems with multiple sites, it means having technicians—each equipped with vehicles, tools, parts, and repair equipment—located throughout the entire coverage area of the system to be able to respond and arrive at each site within a short timeframe.

ONSITE RESPONSE FROM LOCAL TECHNICIANS BACKED BY CENTRALIZED SUPPORT*

Motorola has been in the business for over 75 years. We know what it takes to support mission-critical communications systems, from small, private trunking systems to large, state-wide ASTRO® 25 systems. That's why we are the only two-way radio supplier in the industry with over 900 local authorized service centers—many of whom have been with us for 50+ years—dedicated to supporting Motorola systems.

Each Motorola service center is equipped with state of the art test equipment and trained, certified, and

experienced technicians. Once a system problem is identified, Motorola Dispatch Operations* opens a case and dispatches a local technician to the site. Upon arrival, the technician diagnoses the issue and attempts to repair the problem on-site by exchanging the faulty component with a loaner board or Advanced Replacement unit. If the technician needs additional support resolving the problem, they can contact Motorola's centralized Technical Support* service to for additional assistance. Once site restoration has been verified by the System Support Center and you have authorized completion, Dispatch closes the case and the site history database is updated.

“We have one call to make when we have trouble. We're confident that the call will be handled and all of the service repairs completed with that one call.”

—Keith Lowry, Central Illinois Light Company

BENEFITS THAT MAKE SENSE FOR YOU

Motorola OnSite Infrastructure Response service lets you cost effectively take advantage of Motorola's significant investment in comprehensive system support. No need for you to equip multiple vehicles with duplicate sets of test and repair tools, replacement parts, and exchange units. No need to invest in continuous training to ensure your technicians are up to speed on the latest technologies. And best of all, you can shift the accountability for rapid response and quality repair and restoration to Motorola. It's all about expert support you can count on.

CASE MANAGEMENT AND ESCALATION

Located at Motorola's System Support Center, Dispatch Operations* is responsible for opening a case and monitoring the status of that case to ensure strict compliance to committed response times. If for any reason, the local on-site technician is unable to respond within a pre-defined time, Dispatch Operations escalates the case to the local service center manager. If there is still no response, the priority chain of escalation progresses in steps all the way up to a Motorola vice president to ensure that our response commitments to you are monitored and met.

* Requires the purchase of additional services

Motorola OnSite Infrastructure Response provides benefits that make sense, including:

- **Rapid, system restoral:** Motorola's 900 service centers are strategically located to provide local response by trained, qualified technicians who diagnose, analyze, and restore your system as well as provide routine maintenance
- **Back up resources:** Local OnSite technicians are backed by Motorola System Technologists*, product engineers, and network design teams to help support your system
- **Cost effective support:** Having access to Motorola's layered support team consisting of local and centralized support is like extending your own staff without adding headcount
- **Reliability:** Case management* and escalation procedures are in place to ensure that your contracted response times are met, each and every time
- **Flexibility:** Motorola offers flexible response time options, depending on your operational needs and your budget. You can choose from three options:
 - 1 8x5 support with 4 hour response
 - 2 24x7 support with 4 hour response
 - 3 24x7 support with 2 hour response

THE MOTOROLA DIFFERENCE

More than 2,300 customers trust their network support to Motorola with OnSite Infrastructure Response service to keep their systems performing at maximum efficiency. With just one phone call, a local, trained, qualified technician arrives at your site to diagnose and restore your communications network.

With over 75 years experience in RF communications, 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, Man-aged Services, Security, Network Optimization, and Applications.

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BROCHURE
INFRASTRUCTURE REPAIR SERVICE

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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