



At Motorola Solutions, we unify voice, video and data feeds into the command center, connecting the dots to simplify workflows and help provide insights to make decisions with greater focus, accuracy and speed.

In this edition, I will focus on our Command Center technology, which continues to evolve through new and exciting product launches and acquisitions. Our transformational technology is providing our customers with the tools and functionality to help decrease response times by automating workflows and leveraging virtual response assistants using AI to streamline processes. I recently caught up with Mahesh Saptharishi, executive vice president and chief technology officer, to discuss the current state of our Command Center portfolio and how we continue to position ourselves for growth.

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### **A conversation with Mahesh Saptharishi on Command Center technology**

Hear from Motorola Solutions executive vice president and chief technology officer Mahesh Saptharishi as he discusses what's new with our Command Center solutions and his optimistic outlook on the future of the business.



[Watch now \(~13 mins\)](#)

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Over the last two years, we've more than doubled our total addressable market (TAM) for Command Center to \$14 billion with the acquisitions of Rave, a leader in mass notification and incident management, and Noggin, a global provider of critical event management software. Both of these acquisitions have propelled us into new enterprise verticals while bolstering our ecosystem of technologies. Noggin, which is based out of Australia, also provides international expansion opportunities, with 80% of its revenue generated outside of North America.

We continue to innovate solutions that play an essential role in people's lives. We have numerous products recently launched, including dynamic translation for Smart Transcription, VESTA NXT and SmartIncident. VESTA NXT, our new 9-1-1 call-handling solution, was designed in collaboration with our customers to accelerate how critical information is shared with dispatchers while utilizing AI to help resolve non-emergency calls – reducing a call handler's workload by an estimated 20-35%. Our most recent launch, SmartIncident, allows dispatchers to push critical incident information like messages, images, video and audio clips directly to APX NEXT or APX N70 smart radios via broadband. For a more detailed look into these new solutions, check out our new virtual demo on our [Investor Relations website](#).

Across our Command Center portfolio, we continue to offer broad flexibility to our customers, including on-prem, hybrid or cloud solutions, enabling us to meet a customer wherever they may be on their technology journey. Regardless of how we deliver a solution (on-prem, hybrid or cloud), our primary sales model for new business is on a subscription-as-a-service (SaaS) basis. As a result, our SaaS revenues continue to grow rapidly, providing even more predictable revenue streams and strong growth fundamentals for the long term.

Our acquisitions and new offerings are expanding into new verticals such as education and commercial, while diversifying our geographic footprint for this technology into international markets.

We expect our Command Center revenues to approach approximately \$800 million this year, which would represent the fourth year in a row of double digit growth, and our investments position us well for continued growth in the future. The future of this technology is exciting and we look forward to continuing to support our customers in every moment.



Jason

[View](#) important information about forward-looking statements. To learn more, visit our [Investor Relations website](#) and find [previous editions](#) of our newsletter.

## Did you know?

It is estimated that as many as 10,000 lives could be saved each year if 9-1-1 response times are improved by one minute<sup>1</sup>.

<sup>1</sup> FCC "Wireless E911 Location Accuracy, Fifth Report and Order," 2019

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