# MOTOTRBO™ Care

## For the long term

MOTOTRBO Capacity Max and Capacity Plus systems are supplied as standard with Essential Services cover to provide five years of hardware repair and software updates. But keeping your systems operating at peak performance in the long term requires planning and continuous attention and that's where MOTOTRBO Care comes in.

It provides enhanced coverage of up to 10 years for hardware and software to help ensure you have the latest features and technology upgrades, all while simplifying the process, providing predictable operating costs and reducing the administrative burden for your team.

### → Simplify system lifecycle planning

MOTOTRBO Care helps ensure infrastructure and radios remain eligible for software updates, and provides system server hardware refreshes as needed. It simplifies managing licenses, renewals and access to support, reducing your administrative burden and allowing you to focus less on managing your network and more on leveraging its performance.

### → Maximize system performance

MOTOTRBO Care allows you to take advantage of our most advanced features, new technologies and integration functionality to help maximize the performance of your MOTOTRBO system and includes tools to help simplify system server upgrades.

### → Lower total cost of ownership

MOTOTRBO Care consolidates the entire MOTOTRBO lifecycle software management cost into a predictable expense, with both one-time and yearly payment options. Control the costs of managing your systems based on your own budgeting needs and avoid major capital and periodic expenses with a predictable cost model.

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# Feature summary

| | Essential Services<br>Basic coverage | MOTOTRBO Care<br>Comprehensive coverage |
|---|:---:|:---:|
| **Technical support**<br>8x5 telephone support to help resolve technical issues with your system | ● | ● |
| **Access to software updates**<br>Benefit from the latest features, enhancements and bug fixes | ● | ● |
| **Infrastructure hardware repair**<br>Depot repair of failed infrastructure hardware to manufacturer's specifications | ● | ● |
| **Server hardware refresh**<br>Refresh CMSS and Edge Node hardware that can no longer be supported | — | ● |
| **Rehosting repeater and server licenses**<br>Re-hosting of licenses for replaced infrastructure elements | — | ● |
| **ST resources - first upgrade**<br>Expert support during your first Capacity Max upgrade to get your system up and running | — | ● |
| **Lifecycle program management**<br>Coordinates rehost or refresh activities and ensures you are aware of the latest product updates | — | ● |
| **CMSS remote upgrade**<br>Cloud-based tool to simplify CMSS software upgrades (MOTOTRBO Service Toolkit[1]) | — | ● |
| **Inventory management**<br>Software license management in an easy-to-use online portal (MOTOTRBO Service Toolkit[1]) | — | ● |
| **CMSS advanced replacement**<br>Fastest replacement of server hardware submitted for repair | — | ○ |
| **Flexible billing options**<br>Options to allow you to match your budget cycle to your payment schedule with terms up to 10 years | — | ○ |
| **Essential Services** | | 5 years |
| **MOTOTRBO Care** | | 7-10 years |

● Included     ○ Optional     — Not available

**1. MOTOTRBO Service Toolkit is available to Capacity Max customers in the United States of America and Canada only.**

To learn more about MOTOTRBO service offers, visit:

motorolasolutions.com/en_us/managed-support-services/
infrastructure/services-mototrbo-systems.html

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