

ExaCare™

HindSight™ support subscription

ExaCare is the highest-rated customer support in the industry. With ExaCare, customers receive the latest features, cybersecurity enhancements, and patches for upstream integration issues. These vital maintenance items help prevent missed recordings.

Protects your investment

ExaCare acts as protection for your mission-critical applications. We mitigate upstream issues and release regular security patches to maximize recording up-time.

24/7/365 support access

Easily reach support through phone, email, or web portal. With our online ticketing support portal, you can easily create a ticket and check its status.

100% US-based

All of our support team, from phone agents to ticketing agents are based in the United States.

FEATURE	DETAILS
Hardware warranty	Covers the Exacom-provided hardware platform for the duration of an active support agreement. If support coverage lapses, hardware warranty is limited to one year from the original delivery date.
Software assurance	Includes ongoing access to software updates, security patches, minor feature enhancements, and integration updates to maintain continued compatibility and performance.
Hardware refresh	Discounted hardware replacement at the end of year five, helping maintain system performance, reliability, and alignment with current technology standards.
Authorized remote support 8x5	US-based technical support is available Monday through Friday during standard business hours for troubleshooting, configuration assistance, and general system support.
Emergency 24x7 call-in number	Access to around-the-clock emergency support for critical system issues, providing rapid response and minimizing disruption to recording operations.
Authorized on-site support	Exacom will dispatch a qualified technician to your location to diagnose and resolve issues in person.

To learn more, visit: motorolasolutions.com



Motorola Solutions Ltd., Nova South, 160 Victoria Street, London, SW1E 5LB, United Kingdom

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. ©2026 Motorola Solutions, Inc. All rights reserved. 05-2026 [GS01]