



Brochure

Optimize the value of your technology investments

Managed & Support Services for
mission-critical operations

 **MOTOROLA** SOLUTIONS



Mission-critical operations require seamless monitoring and communication.

For organizations tasked with mission-critical operations, assuring peak system performance and security is vital. Without them, system-wide downtime could occur, and the availability and responsiveness of your solutions might be negatively impacted. Efficient and cost-effective management of an ever-evolving technology ecosystem is challenging, though, requiring the right people, processes and tools to help you be successful.

As agencies and other organizations adopt new technologies and modernization initiatives for productivity, cost-savings and to better serve their communities, many are looking for ways to effectively manage the resulting complexity. When combined with the increased risks of cyber attacks, constrained budgets and the mandate to update software and hardware systems, the need for managed and support services is more important than ever.



Why should you choose Managed and Support Services?

You've already invested in mission-critical, best-in-class technologies. However, the real value of your systems can only be unlocked with the correct combination of in-house skills as well as managed services. Today, this blend of the best technology solution paired with the best service delivery model is the foundation of successful implementation and ongoing management of your solutions.

Motorola Solutions' Managed and Support Services increase availability, security and resiliency throughout the lifecycle of your technology ecosystem. When downtime can be disastrous, we help you simplify complexity with the right blend of expertise, a structured approach and advanced tools. Comprehensive service offerings to protect your investment are just one aspect of how Motorola Solutions is solving for safer.

Our services are there to help you serve your community, providing the necessary technical support, system monitoring and managed cybersecurity services so you can focus on your job and confidently manage risks that might affect the integrity of your operations. Together we can assist your organization in dealing with resource challenges and help ensure peak effectiveness of your technology.



Effectively managing your systems starts with the right plan

Any initiative to better manage mission-critical operations begins with addressing three key factors: complexity, performance and cost. You need a unified plan that spans your entire organization, including networks, emergency call handling (ECH), devices, radio systems, software, mobile and fixed video and more.

Simplify complexity

Today's mission-critical ecosystem is a set of sophisticated IT-interdependent technologies, with each component having its own unique level of technological requirements and lifespan. To avoid the potential of inefficiencies, complicated updates and multiple points of failure, you should consider the differing management needs for your solutions. Gaining operational efficiency and increased visibility into an ever-evolving technology ecosystem requires an integrated approach to system management.

Accelerate performance

Downtime can be caused by any number of issues, including cyber attacks, manual configuration problems and outdated software. Add in the possibility of physical threats from natural disasters and managing a secure system becomes an increasingly difficult task. Our Managed and Support Services teams can accelerate the performance of your mission-critical operations by working with your organization to develop a customized plan to increase system availability, resiliency and responsiveness.

Manage costs

Securing the budget to hire and retain staff with the wide variation of skill sets to properly manage your solutions can be challenging and costly. Funding for large capital expenditure investments can also be difficult and time-consuming. Meanwhile, there's a constant expectation to do more with less. We offer flexible procurement options to help you better leverage your existing budget, including OpEx with as-a-service solutions. Transitioning to a more predictable cost model can help you focus on the "do more" part of the equation.

.5%

of IT projects are truly 'successful'.¹

Just one in every 200 projects are completed on time, within budget and deliver the intended benefits.

1.5

natural disasters per day expected by 2030.²

Rising number and intensity of natural disasters are putting stress on organizations like never before.

65%

of US technology leaders say they're expected to do more with less budget.³

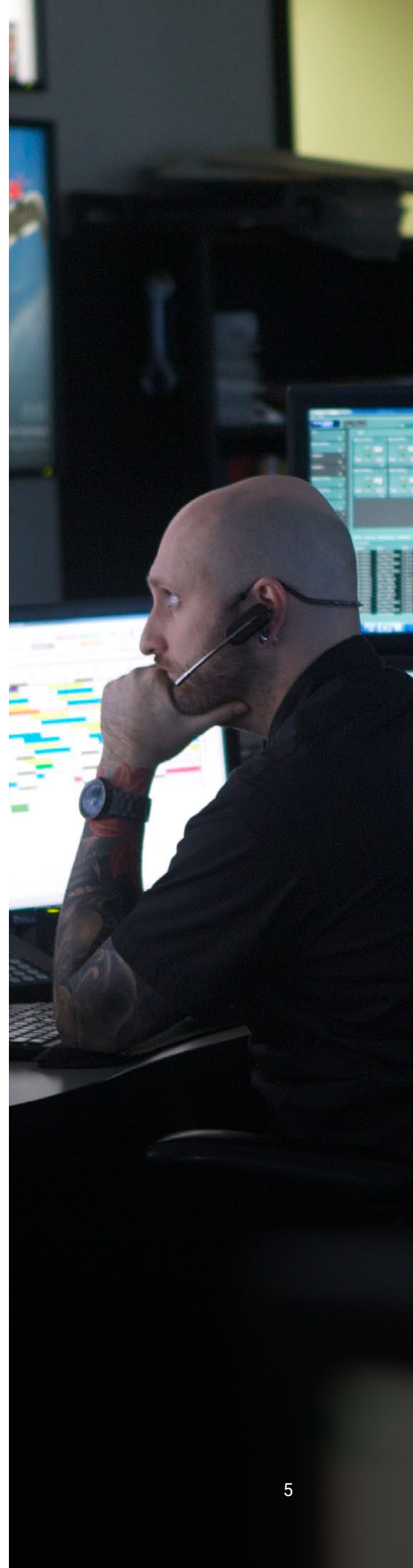
Organizations are facing relentless pressure to do more despite budget restraints.



Trusted mission-critical services

On-site & remote support

Motorola Solutions can manage your entire mission-critical ecosystem, offering technical support as well as monitoring, management and training. From routine device support to comprehensive 24/7 cyber threat detection and response, our team brings decades of experience to help ensure optimal operational performance and security.





Cybersecurity services

- Global 24/7 Security Operations Centers (SOCs)
- NIST-aligned risk assessments
- Vulnerability assessments
- Penetration testing
- Incident response planning



Lifecycle services

- Software and hardware maintenance and upgrades
- System upgrades
- Extensive testing, system pre-checks and back ups
- Onsite consulting services
- Ongoing lifecycle management



Centralized services

- Land Mobile Radio (LMR) network monitoring
- Software application monitoring
- Customer care
- Technical triage
- Technical support



Field services

- Customer support managers
- Customer success advocates
- Preventive maintenance
- Onsite corrective response and restoration
- Upgrade operations

Detect and respond to cyber threats faster

Strengthen your defenses against cyber attacks with our Managed Detection and Response (MDR) service, powered by our ActiveEye security platform, and a wide range of Advisory Services. In addition, we offer comprehensive remote and onsite Security Patching services that include identification, pre-testing and onsite or remote deployment options.

Our MDR service helps quickly identify and address cyber threats that could impact the availability of mission-critical systems like Emergency Call Handling (ECH), Computer-Aided Dispatch (CAD) and Land Mobile Radio (LMR) systems as well as cloud applications and infrastructure, IT networks and endpoints. Threat intelligence from the Public Safety Threat Alliance (PSTA) is incorporated into our ActiveEye MDR platform for even deeper insights into potential security issues facing organizations that rely on mission-critical systems.

Aligned to the National Institute of Standards and Technology (NIST) Cybersecurity Framework, our services assist in finding and responding to security incidents faster to prevent or limit disrupted communications and downtime. With expertise in both public safety and enterprise environments, our team can help you develop a strong and thoroughly vetted incident response plan to improve your overall resilience against threats.



The Public Safety Threat Alliance (PSTA)

Motorola Solutions established the the Public Safety Threat Alliance (PSTA) in 2022, which now counts more than 1,000 member organizations. As a cyber threat Information Sharing and Analysis Organization (ISAO) recognized by the Cybersecurity Infrastructure Agency (CISA), it provides public safety agencies with the knowledge they need to better defend against risks like ransomware and data breaches through the collection, analysis, production and sharing of actionable cyber threat information. There is no cost for public safety organizations to join.



Get the most out of your mission-critical solutions

Proven support for Critical Communications

Optimize performance of your LMR systems and devices.

To help prevent technical outages of LMR systems, we offer proactive network infrastructure monitoring and incident management services from our global Network Operations Centers (NOCs). Automated network monitoring, reporting services and a seasoned team of engineers and technicians can help ensure technical network issues are resolved as quickly as possible. Continuous data analysis helps prevent issues before they impact network performance or end users.

Our device services help ensure all of your LMR and two-way radio communication needs are met, with a full range of device programming and provisioning services. Services include radio management software licensing, on-site set up and training, database hosting and access to a management portal that helps you maintain visibility into your devices. Preventive maintenance on your system components can assist in extending the life of your systems. Physical inspection, cleaning and component alignment of your radios and network equipment help keep them in top condition.



Peak performance for Command Center Software

Experience uninterrupted command center operations with cloud-based and on-prem solutions.

Few systems touch as many parts of your business operations as a CAD and Records Management System (RMS). Although they're designed to offer your organization choice and flexibility, this can increase the technical difficulty of implementing these systems. Our software services provide the necessary engineering or support-level assistance to help your team be successful.

Our dedicated network and security operations experts, along with annual system maintenance, can also help to keep your ECH technology running smoothly and mitigate risks. Onsite resources can help you manage upgrades or troubleshoot in person. Around-the-clock supervision of your systems can help your team identify potential issues before they become problems. Up-to-date patching and advanced endpoint security solutions can help ensure the safety of sensitive data as well as system availability against cyber attacks, minimizing downtime and enhancing your operational readiness.





Enhance operational efficiency for Video Security

Protect your 'eyes on scene' with video security infrastructure and application services.

Motorola Solutions understands the importance of getting the most value out of your video systems. Our video services help equip your agency with the knowledge and expertise needed to fully leverage the capabilities of your solutions.

Whether you are utilizing our cutting-edge mobile, in-car, license plate or fixed video solutions, our comprehensive video security and application services are designed to empower your team and enhance operational efficiency. Our dedicated team of experts is here to support you every step of the way so you can focus on your mission, working closely with you to understand your organization's unique needs.



Key features and benefits:

- Optimization of mission-critical technology performance
- Proactive network monitoring and maintenance
- Tested software updates to patch known vulnerabilities
- 24/7 tech support with rapid response times
- Advanced 24/7 threat detection and response to mitigate cyber attacks
- Assessments to identify and reduce cyber risks
- Improved operational efficiency and reduced risk of downtime
- Flexible purchase options to fit unique public safety needs



Leverage our skills to help your team succeed



People

Our depth of knowledge of the products we sell and the relationships we have with the people who build them allows us to optimize responses to solve complex problems in mission-critical environments. With decades of experience, our personnel stay on the cutting edge through comprehensive, ongoing training, knowledge sharing and communication of best practices. Our professionals hold top industry certifications and work hand-in-hand to ensure system availability, performance and security.



Processes

Your product investment is maximized through planned releases as we continue to develop capabilities, features and integrations that keep up with the demands of your organization. Our experts have unparalleled experience working with global organizations to design service delivery strategies that successfully support mission-critical operations. We're helping to foster a culture of continuous improvement to service transmission and performance through service design, transition and operations within our delivery framework.



Tools

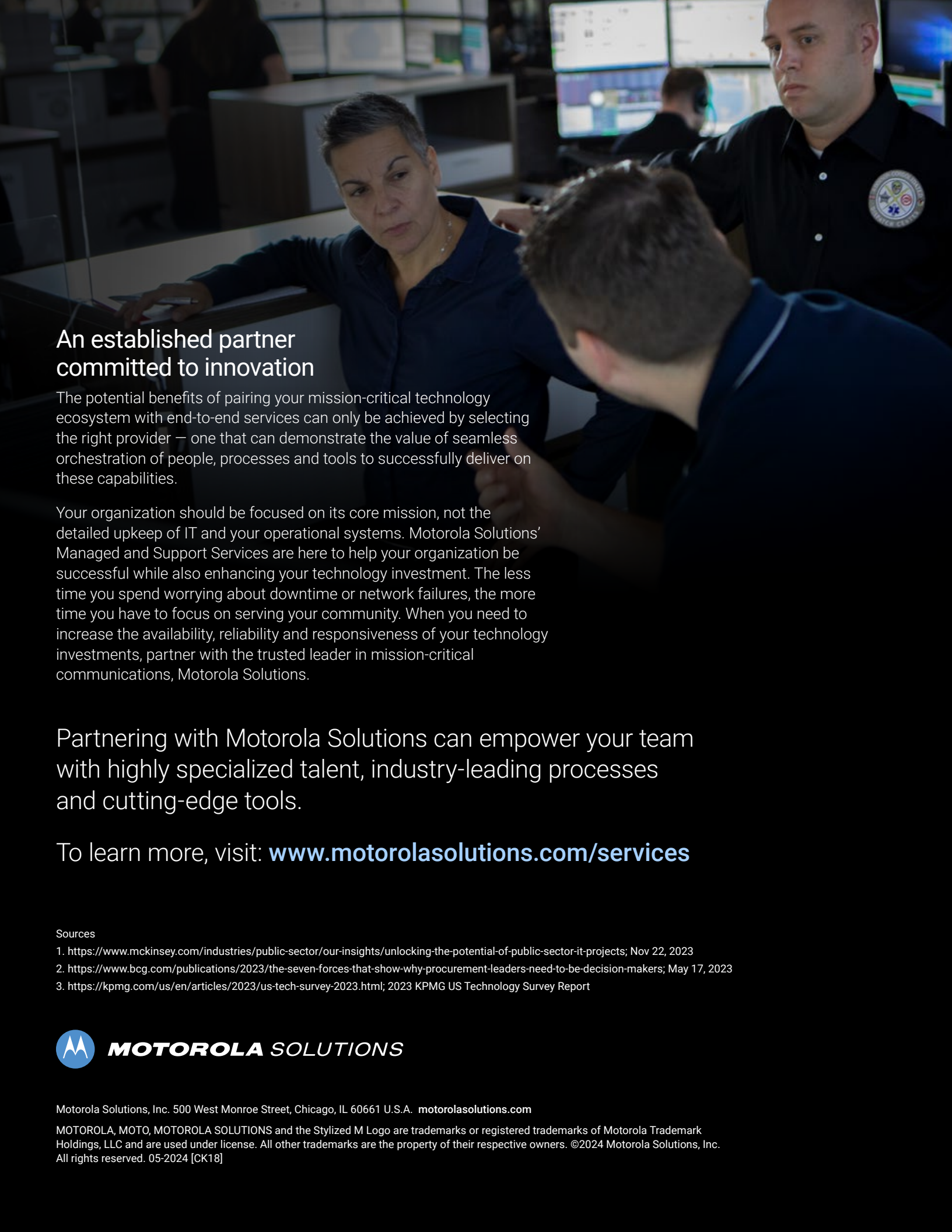
Our tools employ capabilities such as machine learning to continuously optimize system performance and help prevent issues, as well as sensor-based diagnostics and intelligent alerts that deliver predictive and prescriptive insights to resolve issues faster. Advanced automation and analytics drive faster insights and help accelerate service responses while easily scaling operations to manage peak loads.

- Technical support operations: use extensive system knowledge to remotely resolve issues quickly
- System engineering: provide expertise to resolve complex incidents
- Cybersecurity: apply expert understanding of cyber threats impacting public safety and enterprise systems
- Customer support managers: trusted advisors develop deep relationships

- Structured processes: help ensure consistency and predictability to services and availability needs throughout the entire product lifecycle
- Lifecycle management: software maintenance and system upgrades
- Information Technology Infrastructure Library (ITIL) framework: alignment with principles of industry-recognized management practices

- Global NOCs: detect and resolve technical issues, analyze incidents, report performance and help prevent future issues
- Global SOCs: detect and resolve cyber threats, analyze incidents, report key metrics and help prevent future issues while providing full visibility via the co-managed ActiveEye platform
- Customer Hub: manage cases, repairs, orders, subscriptions, billing and software via our self-service portal





An established partner committed to innovation

The potential benefits of pairing your mission-critical technology ecosystem with end-to-end services can only be achieved by selecting the right provider — one that can demonstrate the value of seamless orchestration of people, processes and tools to successfully deliver on these capabilities.

Your organization should be focused on its core mission, not the detailed upkeep of IT and your operational systems. Motorola Solutions' Managed and Support Services are here to help your organization be successful while also enhancing your technology investment. The less time you spend worrying about downtime or network failures, the more time you have to focus on serving your community. When you need to increase the availability, reliability and responsiveness of your technology investments, partner with the trusted leader in mission-critical communications, Motorola Solutions.

Partnering with Motorola Solutions can empower your team with highly specialized talent, industry-leading processes and cutting-edge tools.

To learn more, visit: www.motorolasolutions.com/services

Sources

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