ESSENTIAL SERVICES FOR DIMETRA™ TETRA AND ASTRO® 25 SYSTEMS

SUPPORT WHEN YOU NEED IT

When the unpredictable happens to your network, get access to technical support teams and resources for troubleshooting and maintenance with Essential Services.

ESSENTIAL

SUPPORT FOR YOUR TECHNICIANS WHEN NEEDED

Get the help you need, anytime, with 24x7x365 access to Motorola Solutions system technologists to help troubleshoot and resolve network issues.

MINIMISE SERVICE DISRUPTION

Our network hardware repair covers all Motorola Solutions-manufactured equipment and select third-party vendors. Factory-trained and certified technicians troubleshoot, analyse, test and repair your equipment at our centralised facility. You will experience expert, high-quality, reliable support for rapid turnaround. Timely and accurate diagnosis and repair assures that all equipment you send to us is returned to factory specifications.

MITIGATE CYBERSECURITY THREATS

To help you maintain operational integrity of your network and minimise cybersecurity risk, we provide the latest security updates pre-tested in our dedicated system test lab running the same software version as your network to ensure no service disruption. Once validated, you can download and install at your convenience.

EXTEND THE LIFE OF YOUR SYSTEM WITH ACCESS TO THE LATEST SOFTWARE RELEASES

The software updates helps ensure continuity of operations through ongoing software support. This approach provides you with the ability to keep your system software up to date with the latest features and enhancements.

Through our software updates, you can expand your system or include additional capabilities to ensure your network investment is protected and positioned to operate for the future.

We heavily invests in research and development to continually improve system capability, security and industry standards. Maintaining your network at the latest software releases ensures you attain the most value from your investment with the latest features and security enhancements while reducing total cost of ownership.

UNMATCHED SERVICE DELIVERY

SOLUTIONS SUPPORT CENTRE

Our goal is to help you maintain continuous system uptime and availability. Rely on one point of coordinated contact for all of your service and repair needs. The Solutions Support Centre is the cornerstone of our customer care and service delivery staffed 24x7x365 by experienced system engineers. This includes our ISO 9001-certified Network and Security Operations Centers (NOC/SOC) that leverage ITIL processes and common service platforms for event monitoring, management and issue resolution.

STATE-OF-THE-ART REPAIR DEPOT

Our ISO 9001-certified procedures ensure your equipment is quickly returned to the highest quality standards. Trained and certified technicians utilise sophisticated, automated test equipment to analyse, isolate and repair your equipment. Expected turnaround time may vary by country due to specific local customs procedures. Contact your Motorola Solutions representative for details.

AT-A-GLANCE

SERVICES	ESSENTIAL
*Software Updates	
Pre-Tested Security Updates	
Network Hardware Repair	
24x7x365 Technical Support	

*Software updates available on DIMETRA X Core, DIMETRA IP Compact and DIMETRA IP Scalable systems only.

A CONTINUUM OF EXPERT SERVICES

RISK & RESPONSIBILITY

ESSENTIAL   ADVANCED   PREMIER

ENSURE CONTINUITY • ENHANCE PRODUCTIVITY • REDUCE RISK

Rely on us to help you achieve your performance targets with the right service level you need for systems, devices and applications. Each package provides a higher level of support, transferring the risk and responsibility to Motorola Solutions.

For more information on Motorola Solutions Essential Services, contact your local representative or visit www.motorolasolutions.com/services

MOTOROLA SOLUTIONS