



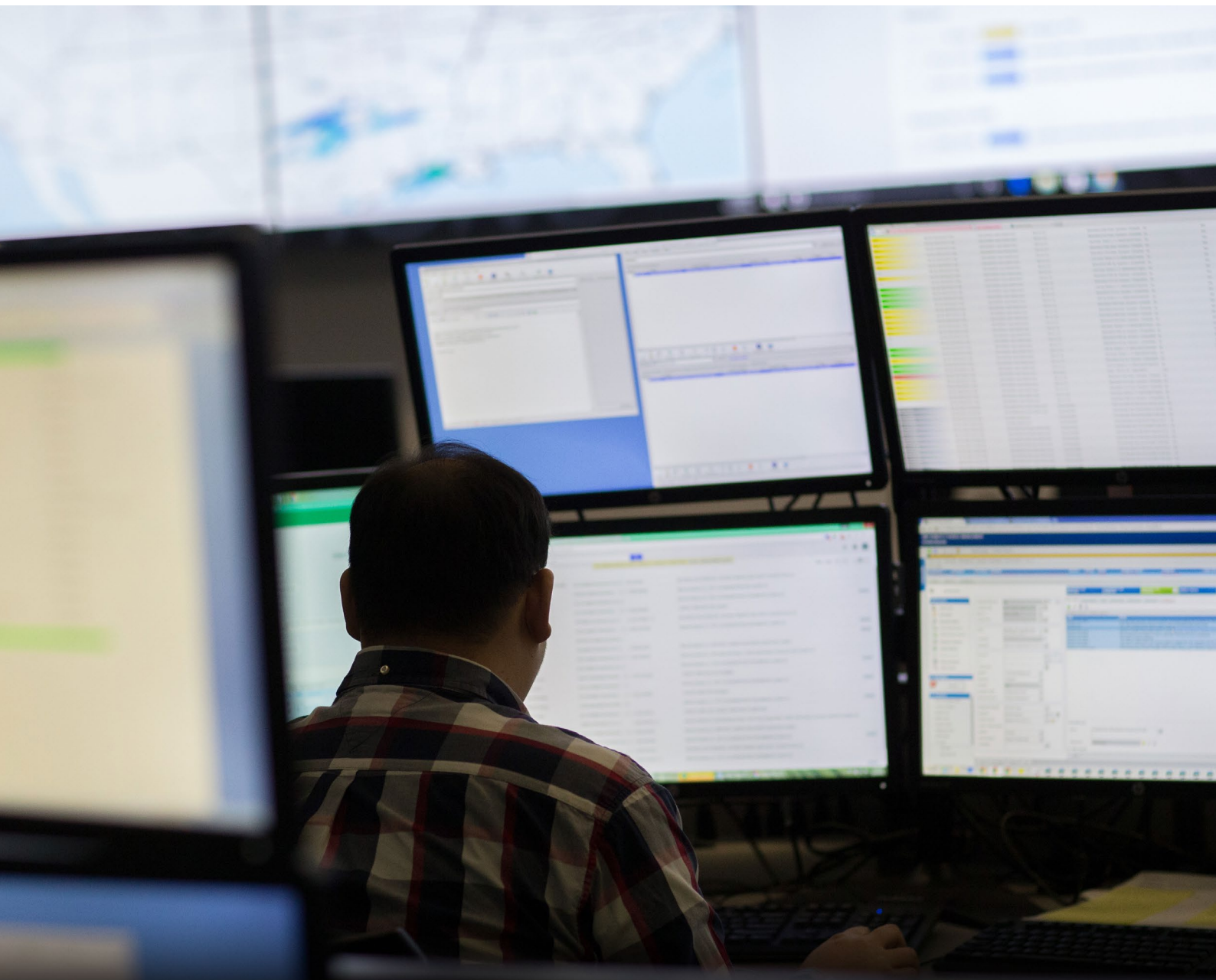
# MAXIMIZE PERFORMANCE AND EXPEDITE CHANGE

PREMIER SERVICES FOR ASTRO® 25 AND DIMETRA™ SYSTEMS



## PREMIER SERVICES

Maintaining and supporting your land mobile radio (LMR) system has never been harder. With relentlessly growing technology requirements, evolving cyber threats and end-user demands, your system management responsibilities go far beyond hardware and software updates. With Premier Services, you will not have to shoulder the system management responsibilities on your own. Transfer your system operations to our experienced, managed services team focused on ensuring availability, maximizing performance and expediting all system requirements and technology changes. We will partner with you to create an operation and management plan that addresses your system performance goals and considers your current support resources.





# UNMATCHED MANAGED SERVICES BENEFITS

## RAPID EXECUTION OF NETWORK REQUIREMENTS

Your LMR system is an IP-based, software driven environment with complex integration requirements. As more features and capabilities are introduced for voice and data applications, your ability to address these changes can impact your system performance and affect your end-users' ability to communicate effectively. Our managed services team expedites these changes—so your team does not miss a beat.

## PREDICTABLE OPERATING COST

Establishing network and security operations centers and addressing technology refreshes, system repairs and other maintenance issues add to your total cost of ownership. Unforeseen network issues can also stain your budget. Premier Services gives you a predictable and cost-effective solution for your capital expenditures and ongoing system updates, cybersecurity and network maintenance expenses.

## REDUCE RISK

With an understanding of your goals and priorities, our service level agreements (SLAs) ensure you receive the service you expect. We are accountable for your system's integrity and the availability of your network. You reduce your risk and gain peace of mind with us as your primary services and technology partner.

## ACCESS THE LATEST TECHNOLOGY

Gain access to technology, maintenance and management, as well as processes, documentation and reporting capabilities that may be unavailable with your internal resources. Your end users benefit from the latest features and functionality, without the organizational complexity of supporting and maintaining your network or investing in the required tools and resources.

## FOCUS ON YOUR MISSION

Relying on our dedicated managed services team to maintain and support your critical communication system allows you to focus on running your organization while gaining the flexibility to redeploy key resources in more productive and cost-effective ways.

**100% SUCCESS RATE FOR ALL CHANGE MANAGEMENT EFFORTS IN THE LAST YEAR**



# A PARTNERSHIP FOR ENHANCED SYSTEM PERFORMANCE

In our global survey of 120 LMR system managers, respondents said several issues are extremely or very important to system performance: having an understanding the overall health and performance of their system, optimizing their network, cybersecurity and lifecycle management. Premier Services addresses these items and much more.

When you are a Premier Services customer, we partner with you to ensure your performance goals are met and relieve you of the financial and operational risks of managing your communication system. Our managed services team is fully accountable for the day-to-day operations of your system and assured outcomes 24x7x365. Technology changes are expedited seamlessly and adapted to your operational needs. With industry-leading tools and defined SLAs, you will experience faster resolution of network issues, minimal interruptions and outages and exceptional customer service. Your service package includes:

**Uncompromised service delivery management** to ensure network incidents are resolved within your established KPIs and SLAs. All cases are addressed through a single point of contact who takes full ownership from the moment an incident is detected to its resolution.

**A dedicated Service Delivery Manager** charged with facilitating and resolving all your service needs. This individual is your advocate and assumes full ownership that of services being delivered as expected.

**Planned system updates**, implementation and change management services required to maintain your network at the highest level of support to get the most value from your investment with the latest features and security enhancements.

**Continuous network monitoring and management** of events around-the-clock using best-in-class tools and expertise. When actionable events are identified, we conduct a remote diagnosis and take measures to resolve problems remotely. If necessary, we dispatch a local field technician to resolve the issue.

**Enhanced preventive maintenance** by certified technicians to preserve reliability and original manufacturer's specifications, including testing and alignment of key network components. This service is conducted at a cadence that improves system efficiency, reduces failures and minimizes your total cost of ownership by extending the useful life of your network.

**Priority network hardware repair** for all our manufactured and select third-party vendors' equipment. Factory trained and certified technicians troubleshoot, analyze, test, and repair your equipment at our centralized facility. All equipment is returned to factory specifications and updated with the latest firmware before being expedited back to you.

**24x7x365 access** to our system technologists to help troubleshoot and resolve network issues.

**Onsite support** for system issues that need to be addressed at an affected site with guaranteed restoration time based on established SLAs.

**Problem management** to proactively identify recurring network incidents patterns and resolve them before they have an adverse impact to the system and end users.

**Change management** to ensure changes to the network do not impact end-user communication, are applied by authorized individuals and all affected parties when changes are applied. Our team had a 100 percent success rate for all change management efforts in the past year.

**Infrastructure configuration management** to aggregate and manage your entire system's hardware and software status and information.

**Fleetmap consulting** on an annual basis to ensure your talkgroups are accurate and optimized for your end user.

**Remote installation of pre-tested security updates\*** onto your system to address known vulnerabilities.

**Security monitoring\*** from our dedicated Security Operations Center (SOC) by knowledge experts who are ready to respond to cyber threats upon detection

**Cybersecurity risk assessment** using industry standards and frameworks to help you understand your risk posture with recommended actions to mitigate cyber attacks.

*\*Service is only available for ASTRO 25 and not for DIMETRA Systems.*





## SHIFT SYSTEM MANAGEMENT RESPONSIBILITIES TO OUR EXPERIENCED TECHNOLOGISTS

With Premier Services, your network is managed around the clock by technologists who have decades of mission-critical experience and are intimately familiar with your LMR system requirements. You can take advantage of their expertise with several additional optional services to improve efficiencies and end-user communications:

**Fleetmap management** to ensure applicable features and parameters are applied to the network and provisioned to respective talkgroups.

**Fleetmap creation** of your talkgroups for your operational needs and their programming onto the network.





## YOUR TEAM. OUR EXPERTISE.

Your team plays an integral role in your system management operations. Premier Services give you the option to retain your existing field service delivery resources. Your team will be responsible for preventive maintenance and onsite support activities while we manage the day-to-day operations of your system and partner with them to resolve all network incidents. You receive the unmatched benefits of our managed services delivery, tools and expertise. We ensure your system performs at your operational goals and you have visibility to the services being delivered.

# LEVERAGING SYSTEM DATA FOR PERFORMANCE MANAGEMENT

Your system contains terabytes of data that can be used to improve your network performance. Our managed services team applies advanced analytics to give you valuable insights into your network and help you predict and prevent outages.

As a Premier Service customer, you have access to in-depth performance management reports and analysis from your Services Delivery Manager to help you assess your overall system health, including the following vital network issues:

- Availability
- Critical network events
- Grade of service
- Illegal carriers
- Link status
- Subscriber rejects

These reports—with system improvement recommendations from your Services Delivery Manager based on our experience and data from hundreds of networks around the world—provide valuable insights into system trends and behaviors that enable us to act on potential faults, identify affected links, sites and network elements during adverse weather or special events, conduct root-cause and post-event analysis, understand system configuration and improvement needs and much more. These insights provide greater intelligence for continuous performance improvement of your system.

## CAN YOU ADDRESS THE ACTIVITIES CRITICAL TO YOUR NETWORK?

About 40 percent of LMR system managers from our global survey were not satisfied with the support and maintenance tasks they cited as being vital to system performance.<sup>1</sup>

	EXTREMELY/ VERY IMPORTANT	EXTREMELY/ VERY SATISFIED
Understanding overall system health and performance of your network	83%	59%
Optimizing network performance	81%	57%
Cybersecurity	78%	60%
Lifecycle management of network assets/hardware	76%	50%
Deciphering network alarms	73%	53%
Updating system software	69%	53%

Premier Services provides you with a comprehensive suite of services derived from best practices to address the system operations tasks above and much more.



## TRUST THE LEADER IN CRITICAL COMMUNICATIONS TO MANAGE YOUR SYSTEM

As one of the people responsible for keeping those on the ground connected, you understand the new challenges associated with managing your LMR system. Our Premier Services Package ensures that your users have a secure and reliable network, faster deployment of network changes, better operational outcomes, without the complexity and added risk of operating a critical communication network yourself.

Our experience managing and operating some of the largest and most complex government and private, LMR systems around the world will be applied to your system. Its availability and performance are guaranteed with defined SLAs, enabling your staff to focus on core tasks and objectives.

### SOURCE

1. 2018 Motorola Solutions Global System Management Survey

**For more information, contact your local representative  
or visit [motorolasolutions.com/services](https://motorolasolutions.com/services).**



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