



System Management Services





Today's complex systems require focused support

Supporting a sophisticated radio network requires a team of experts who can provide a complete System Management solution, including Configuration Management, Network Planning, Technical Support, Inventory Management, Repair Coordination, Interoperability Plans, Disaster Response Planning, and all of the other critical tasks that keep your network operating at peak performance.

Focused network support

As part of the System Management solution, your Motorola System Manager is committed to your network and coordinates all aspects related to the support, monitoring, and maintenance of your network, from day-to-day routine upkeep of the system to managing quick response for emergency service calls, coordinating additional technical support and following up on repairs.

System Managers can assist with database management, oversee the implementation of system upgrades, and coordinate user training. Interfacing with your user groups and conducting regular meetings to review system performance are routine parts of the job. The review includes a portfolio of reports that System Managers create from raw system data that will help you make informed daily operational and critical planning decisions relative to future network expansion and technology migration.

Your maintenance liaison

A System Manager plays a key role in maintaining your system, enabling you to focus on your organization's goals, reduce your investment risk, and shifts accountability of system performance to Motorola. Just some of the benefits of an on-site Motorola System Manager include:

- **Single point of contact:** Responsible for total, end-to-end network support
- **Rapid restoration:** Direct access to all Motorola support teams to resolve complex network issues
- **Reduced risk:** Significantly reduced Mean Time to Repair
- **Increased network availability:** Monitored compliance to Service Level Agreement
- **Reduced inventory costs:** Accurate, up-to-date asset inventory management
- **Leveraged system capability:** Providing expertise in feature operation and implementation
- **Tailored skill sets:** Specifically to meet individual customer needs and requirements

Seamless integration

As a part of your team, your System Manager will conduct communications with all members of your organization to ensure your network is operating at optimal levels. In addition, your System Manager will work with third-party vendors and with Motorola account team members to address any network issues and will keep you informed of the health of your network. Though your System Manager is a Motorola employee, they are part of your team and your network is their top priority.



The Motorola difference

Over 2,300 customers have entrusted the support of their communications network to Motorola, including many in the public safety and Federal Government world who rely on this Service to keep their systems performing consistently and continuously available to their users. With more than 70 years designing, manufacturing, and supporting mission critical communications systems, Motorola has created a comprehensive portfolio of Service offerings and choices that provide the exact level of support that fits your unique business.



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