

System Manager Service

Executive Summary

Today's complex systems require focused support

As communications systems evolve and advanced technologies enable even greater capabilities and functionality to network users, the complexity of those networks increases. Supporting a sophisticated radio network requires a team of experts who can provide a multitude of services, 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. Managing that process is not an easy task and can be overwhelming, especially if managing a radio network is not your core competency.

Focused network support

Your Motorola System Manager is dedicated 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.

Value proposition

A dedicated 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

A system manager accesses the resident knowledge base of many Motorola engineering and support resources, thereby becoming a force multiplier in support to the customer.

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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