

System Management Services

Frequently Asked Questions

Who is a Motorola System Manager?

A System Manager is a Motorola-badged employee who works at the customer's organization on either a full-time (committed SM) or part-time (shared SM) basis.

What duties does a Motorola System Manager complete?

A Motorola System Manager is committed to the customer's radio network and coordinates all aspects related to the support, monitoring, and maintenance of the customer's radio network. Typical duties include contract administration, third-party relations, network administration, assisting and advising on technology migrations.

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.

How can a customer purchase a Motorola System Manager?

A customer may contact their Customer Support Manager to discuss obtaining a System Manager to help with their radio network.

What are some benefits of a Motorola System Manager?

- **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
- **Increased network availability:** Monitored compliance to Service Level Agreement
- **Leveraged system capability:** Providing expertise in feature operation and implementation
- **Tailored skill sets:** Specifically to meet individual customer and system needs and requirements

How can I find out more information about System Managers?

- Product manager: Lisa Van Brunt, 847-538-1436, lisa.vanbrunt@motorola.com
- Motorola OnLine > Resource Center > Services > Service Product Offerings > System Management



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