ADVANCED SERVICES FOR ASTRO® 25 AND DIMETRA™ SYSTEMS

IMPROVE RESPONSE AND CONTINUITY

Advanced Services provide you fast response to network issues by our qualified technicians who analyze and diagnose your network, as well as deliver routine maintenance. Two levels of support allow for flexibility to match your requirements.

ADVANCED

EFFICIENTLY UPDATE YOUR TECHNOLOGY

Extend the lifespan of your network with planned system updates. Get the necessary upgrades, implementation and change management services required to maintain your network at the highest level of support.

Motorola Solutions heavily invests in research and development to continually improve system capability, security and industry standards. Upgrading your network ensures you attain the most value from your ASTRO 25 or DIMETRA investment with the latest features and security enhancements while reducing total cost of ownership.

MITIGATE CYBERSECURITY THREATS

Proactive security updates are remotely applied by us to help maintain your network's operational integrity and minimize cybersecurity risk.

Our certified security experts perform patch validation in our dedicated system test lab running the same software as your network to ensure no service disruption.

ADDITIONAL SERVICE SUPPORT

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

Network hardware repair for all Motorola Solutions-manufactured and select third-party equipment. Factory-trained and certified technicians troubleshoot, analyze, test and repair your equipment at our centralized facility. You will experience expert, high-quality, reliable support for rapid turnaround. Timely and accurate diagnosis and repair assures your equipment is returned to factory specifications and updated with the latest firmware.

Annual preventive maintenance of your infrastructure to continually meet original manufacturer's specifications. Routine test and alignment helps improve system efficiency and minimize downtime.

MOTOROLA SOLUTIONS

ADVANCED PLUS

REMOTE INCIDENT MANAGEMENT

In addition to Advanced Services, Advanced Plus provides network event monitoring to provide around-the-clock vigilance by an experienced support staff certified on the latest technologies and backed by industry-standard tools and proven processes.

We connect securely and seamlessly to your infrastructure to proactively detect, troubleshoot and rapidly resolve network issues. When an actionable event is detected, our highly-trained technologists conduct remote diagnosis using our extensive knowledge database to quickly identify the problem and resolve it. If remote resolution is not possible, a local field technician is dispatched to the affected site to resolve the issue. The technologist maintains oversight until the network is restored and the case is closed.

MYVIEW PORTAL
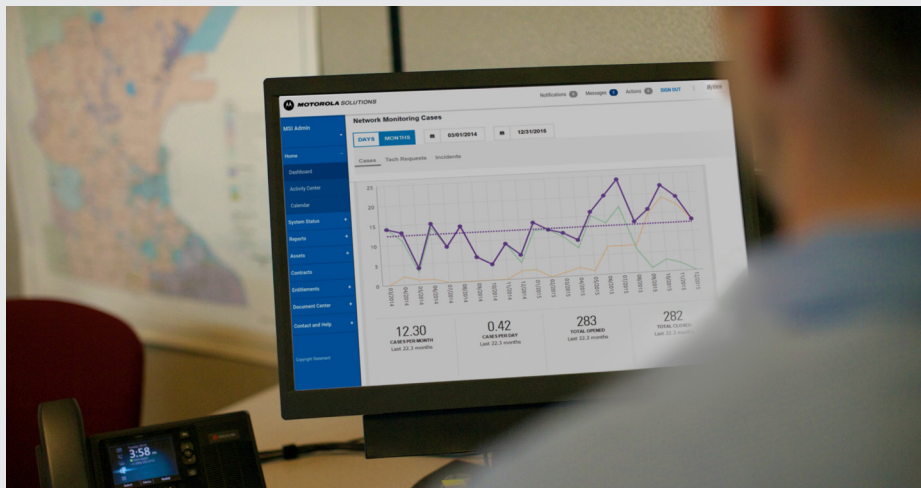
FOR VISIBILITY TO CRITICAL SYSTEM AND SERVICES INFORMATION

Advanced Services include access to MyView Portal* for system and service delivery information to help make smarter, faster and more proactive decisions to keep your network running smoothly and effectively.

KEY FEATURES
- Service Delivery Information
- Historical Reports
- Asset Information
- Security Update Status
- Network Upgrade Status

*Availability of MyView Portal varies by geographical location. Please contact your local representative for more information about your region.

UNMATCHED SERVICE DELIVERY

SOLUTIONS SUPPORT CENTER

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 Center is the cornerstone of our customer care and service delivery staffed 24x7x365 by experienced system technologists. 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.

Motorola Solutions continuously invests in resources, as well as in sophisticated test lab, tools, applications, and proven repeatable methodologies that ensure your network maintains absolute availability. System issues are identified and corrective actions taken before you are even aware there is a problem.

STATE-OF-THE-ART REPAIR DEPOT

Our ISO 9001-certified procedures ensure your equipment is quickly returned to the highest quality standards. We replicate your network in our test labs in order to reproduce and analyze the issue. Trained and certified technicians utilize sophisticated, automated test equipment to analyze, isolate and repair your equipment.

AT-A-GLANCE

SERVICES	ADVANCED	ADVANCED PLUS
Network Event Monitoring		■
System Updates	■	■
Annual Preventive Maintenance	■	■
Onsite Support	■	■
Remote Security Patch	■	■
Network Hardware Repair	■	■
24x7x365 Technical Support	■	■

ENSURE CONTINUITY. ENHANCE PRODUCTIVITY. REDUCE RISK.

RISK & RESPONSIBILITY

ESSENTIAL   ADVANCED   PREMIER

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, contact your local representative or visit www.motorolasolutions.com/services

MOTOROLA SOLUTIONS