



FREE UP RESOURCES FOR PEAK PERFORMANCE



MANAGED CORE SERVICE

MAXIMIZE YOUR ASTRO® 25 SYSTEM PERFORMANCE

You know how important your ASTRO 25 communication system is to your mission-critical operations. Your organization invested in the technology to ensure reliable communications. At the heart of the system is the ASTRO 25 core – powerful servers combined with proven software and applications that are highly dynamic and evolving. Maintaining reliable system performance demands a greater level of IT attention with a dedicated team working around the clock to maximize the efficiency of the core so the entire system operates at peak performance.

Motorola's Managed Core Service keeps watch over the ASTRO 25 core 24x7x365 to maximize performance. We tailor the service to your organization's goals, establish the right plan to manage the health of your core and provide system oversight to the rest of your communications network so users, who rely on the availability of the radio system to do their job, can be confident in its performance. With Motorola's Managed Core Service, your staff remains free to focus on key activities, instead of network support.

LOWER OPERATIONAL RISKS

The ASTRO 25 core is a technologically advanced set of servers, switches, routers, gateways, firewalls and software created to control voice and data networking across the entire system. The core manages call processing, subscriber provisioning, IP transport, information assurance and handoffs from remote sites and wireline consoles. Successfully managing the internetworking of all these elements involves a systematic approach to optimize core performance and lower operational risks.

MAKE THE MOST OF YOUR INVESTMENT

To help you get the most out of your investment, Motorola's service professionals are fully-trained on ASTRO 25 systems; highly experienced with public safety workflows and know how to provision the system for maximum availability. By applying standardized processes combined with a wide range of tools to consistently monitor and control your system, we can help:

PROACTIVELY MANAGE THE CORE

Providing the routine maintenance and upgrades needed to keep the core running efficiently

REACT QUICKLY TO POSSIBLE ISSUES

Identifying potential faults and quickly responding to correct before they can cause an issue

PREDICT FUTURE PERFORMANCE

Using analytics to learn your system's history, predict potential faults and proactively correct them before they can affect system performance

MOTOROLA – ENSURING QUALITY SERVICE DELIVERY

PEOPLE

- Dedicated Professionals with IP and RF Expertise
- Deep ASTRO 25 System Domain Knowledge

PROCESSES

- Defined Service Level Agreements (SLAs)
- ITIL v3 Service Delivery Framework
- ISO9000/IEC2000 Standards
- R56 RF Site Standards
- PMBOK Integration
- Six Sigma

TOOLS

- State-of-the-Art Network Operations Center
- MyView Portal for Real-Time System View
- ASTRO 25 and Standards-Based Analytical Tools



NETWORK OPERATIONS CENTER
24x7x365

At the heart of the Managed Core Service is our Network Operations Center (NOC), staffed 24x7x365, by a group of dedicated mission-critical professionals who are responsible to ensure your system is operating at peak performance. At their fingertips are the latest state-of-the-art tools and defined processes to proactively manage – and analytically predict – the performance of your system.



REMOTE OVERSIGHT

In addition to managing the core, Motorola provides oversight to the rest of your communications system. This includes remotely identifying areas that may need added attention such as RF sites, wireline consoles, backhaul and subscribers in order to help your network operations staff optimize overall system functionality.



**MYVIEW PORTAL FOR VISIBILITY
AND CONTROL**

While Motorola manages the core from our Network Operations Center, you get real-time visibility to your system performance and services you receive using the MyView Portal. From any web-enabled device, at any time, get the overall status of your system, each subsystem, incidents, ticket status, performance data, historical reports and service status.

ENHANCED SERVICE DELIVERY

Our Managed Services delivery model is comprised of a unique combination of radio management and IT support best practices and processes with reportable metrics and Key Performance Indicators (KPIs). This includes conformance with Information Technology Infrastructure Library (ITIL V3) framework, ISO900/IEC2001 standards and Six Sigma Quality control measures to provide guaranteed performance.

EVENT MANAGEMENT

Monitor alarms, and events for network elements in real time, including detection, correlation, and identifying appropriate control action before they become incidents.

INCIDENT MANAGEMENT

Manage the lifecycle of an incident from identification, investigation, notification and resolution ensuring normal service is restored as quickly as possible.

PROBLEM MANAGEMENT

Proactively correct the underlying cause of repetitive incidents, minimizing the impact of preventable incidents.

CHANGE MANAGEMENT

Ensure all configuration item changes are implemented with minimal disruption by systematically notifying all affected parties in advance and managing operational impact.

CONFIGURATION MANAGEMENT

Accurately manage and control the core network configuration information to improve overall service performance and reduce risks.

RELEASE/DEPLOYMENT MANAGEMENT

Certify successful deployment of new systems elements, services or major software releases per the lifecycle management plan.

NETWORK PROVISIONING

Systematically prepare and implement approved network data and software configuration changes with other network elements to make them operational ready.

ACCESS MANAGEMENT

Regulate access to all managed assets, control authorized users access to services, data, systems or sub-systems to protect availability and integrity.

NETWORK OVERSIGHT

Provide insight into overall performance of the network including non-Motorola managed elements to maximize operations.

TRUST THE LEADER IN MISSION-CRITICAL SYSTEMS TO MANAGE YOUR CORE

As the leader in P25 mission-critical communication systems, government and private organizations around the world rely on Motorola when the moments really matter.

With a proven track record in successfully operating some of the largest and most complex mission-critical communications systems in the world, we have the expertise to take on the responsibility of guaranteeing ASTRO 25 core reliability and performance backed by Service Level Agreements (SLAs) designed to meet your system operations objectives.



MOTOROLA'S MANAGED CORE SERVICE FOR ASTRO 25 SYSTEMS – MAKING THE RIGHT CHOICE

Motorola understands you have a lot of difficult decisions to make when it comes to effectively managing your ASTRO 25 system. There are technology trade-offs to consider. Staffing challenges to address. Budget limitations to manage. The following questions may provide insight to the choice that is right for your organization. Our service delivery team is available to help you with a planning discussion if desired.

Do you need 24x7 management of your system?

Do you need to minimize risks when performing software upgrades?

Do you want to maximize the performance of your core?

Do you have challenges finding the skilled staff to manage your critical infrastructure?

Do you need to offload responsibility for the core to free up resources for other projects?

Do you need real-time access to key information regarding system and service performance?

COMMITTED TO SERVICING MISSION-CRITICAL OPERATIONS

For over 85 years, Motorola has stood shoulder to shoulder with government organizations and private industries developing, designing, implementing and maintaining robust mission-critical communications systems. In addition, Motorola has a proven track record of successfully managing networks against stringent SLAs and KPIs in a variety of ownership and management arrangements, including the Managed Core Service. As you look for a partner to provide superior service support, Motorola is ready and able to serve your organization today, tomorrow and into the future.

For more information on Motorola Managed Services,
please visit motorolasolutions.com/managedservices.

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