



WAVE AS A SERVICE

MAXIMIZE PERFORMANCE AND REDUCE RISK

Gain the full benefits of push-to-talk (PTT) without the upkeep and resources required to support your PTT application through a WAVE as a service (WAVEaaS) subscription. We support your WAVE™ 5000 system components and are fully accountable for managing it, addressing its evolving technological requirements and ensuring availability 24x7x365—enabling your staff to focus on their core tasks.

SHIFT PTT RESPONSIBILITIES TO EXPERIENCED TECHNOLOGISTS

WAVEaaS gives you a comprehensive suite of services to minimize system interruptions and outages. We work with you to define measurable service-level agreements (SLAs) using key performance indicators (KPIs) so you can rest assured that your performance expectations are being met. The service includes the following:



End-to-end management of PTT-related application events and system issues is handled by a single point of contact.



End-user tech support is available 8x5x5 to troubleshoot and resolve application-related problems. Our team is also available 24x7x365 to address all WAVE 5000 system infrastructure issues.



Talkgroup and access management ensures end users are associated with the appropriate talkgroup and assigned to application features and functionalities by identified roles.



Software updates protect your WAVE 5000 system from known security vulnerabilities, improve overall PTT communication performance and provide your end users with improved capabilities and the latest features.



Dedicated technologists proactively monitor and resolve WAVE 5000-related application events and system issues.



Hardware repair for all WAVE 5000 system components is performed by factory-trained and certified technicians.

EASILY ADD NEW USERS

Onboarding and provisioning new users is a challenge for any critical communications operation. Our user-friendly online portal allows you to easily add users and agencies to your WAVE PTT application.

Key features include:

- Secure portal access
- Easy to use talkgroup wizard
- History of approval records



ENSURING UPTIME DURING A HURRICANE

Our customers are using WAVEaaS to ensure seamless interoperability between all team members in an array of critical communication situations. Below is a use case of how WAVEaaS was used to improve operational efficiencies and maximize performance.

CHALLENGE

A large US commercial airline needed reliable communication among its entire staff during a four-day storm near the airline's major hub. At the time, the company was conducting a PTT proof of concept with Motorola Solutions and a competitor. The hurricane provided an opportunity to test both PTT vendors in high-stress, full-capacity conditions.

SOLUTION

We connected third-party LMR and LTE networks to create seamless communication for operations and relief efforts during the storm. Talkgroups were established for users across devices.

RESULTS

- No downtime occurred during the storm.
- Two LMR and four broadband talkgroups and 117 users communicated seamlessly over the four-day storm period.
- New-user provisioning requests were managed remotely. Our team added most users within minutes.
- Because the end user and customer experience with our PTT solution surpassed the competition, the airline preferred the WAVEaaS interface while operating in emergency mode. Users had superior audio quality and minimal digital delay when transmitting, and they found the WAVE applications to be user friendly and intuitive.

UNMATCHED BENEFITS



FLEXIBLE AND SCALABLE

Add users without the concerns of system scalability and server capacity.



COMMUNICATE SECURELY

Rely on AES-256 encrypted and defense-certified software along with regular security patches that address vulnerabilities.



REDUCE RISK

Measurable service level agreements (SLAs) ensure that your performance expectations are met.



OPEX COST STRUCTURE

Forgo upfront capital and ongoing expenses for hardware, software and maintenance requirements.

For more information on WAVE as a service, contact your local representative or visit motorolasolutions.com/services.

DISCLAIMER:

WAVE 5000 (WAVE) is not intended for emergency communications due to its dependency on commercial cellular and third-party broadband networks. Motorola Solutions cannot guarantee WAVE's coverage and availability 24x7x365 or in emergency or other mission-critical communication settings.



MOTOROLA SOLUTIONS

Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. motorolasolutions.com

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners.
© 2017 Motorola Solutions, Inc. All rights reserved. 12-2017

