

WAVE AS A SERVICE MAXIMIZE PERFORMANCE AND REDUCE RISK

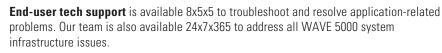
Gain the full benefit of push-to-talk (PTT) without the upkeep and resources required to support your PTT application through a WAVE as a service (WAVEaaS) subscription. We support your WAVE™ 5000 system components and are fully accountable for managing it, addressing its evolving technological requirements 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.





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. Most requests are activated 48 hours after host-agency approval.

Key features include:

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





STATEWIDE COMMUNICATIONS FOR MORE THAN 70,000 USERS

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 statewide LMR system that supports 70,000 users and 1,500 agencies needed a solution that could extend communication between those on their LMR network - and employees with LTE-enabled devices. This was essential for ensuring those involved in critical situations and large-scale events such as festivals and marathons could communicate regardless of whether they were using a radio or a cellphone.

SOLUTION

After the state agency chose our WAVEaaS solution, users who did not have radios were able to communicate seamlessly with their counterparts on the LMR system.

RESULTS

- Interoperability was established between LMR and LTE devices. The 70,000 users of the statewide LMR network now have the ability to communicate with those using LTE-enabled devices.
- We helped the agency understand and meet its PTT operational needs, which included identifying rogue users and creating security best practices for LTE devices, such as lost or stolen cellphones.
- We drafted on-demand user audit reports.
- The agency used our online portal for provisioning new users and onboarding new agencies.
- New users were added within 48 hours after formal approval by the agency.

UNMATCHED BENEFITS



FLEXIBLE AND SCALABLE

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

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COMMUNICATE SECURELY

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

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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.



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