



# 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.



**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. 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.



### COMMUNICATE SECURELY

Rely on AES-256 encrypted and defense-certified software along with regular security patches to 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](http://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](http://motorolasolutions.com)

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