Orchestrate: Frequently Asked Questions

Get answers to the most frequently asked questions about Orchestrate business workflow automation

1 | Getting started

What is Orchestrate automation workflow?

It's a simple, user-friendly and secure cloud-based interface solution that gives administrators the ability to configure and automate workflows that control their integrated security technology ecosystem.

What does Orchestrate have to offer?

This is an affordable, secure cloud-based solution that is ideal for defining security workflows. It combines process and case management capabilities into one workflow solution. The number and complexity of workflows can scale to meet the needs of your operations.

How many workflows can I build to automate business processes?

Orchestrate provides workflow creation and connections to all Motorola Solutions products installed at a customer locations.

What Motorola Solutions products are currently supported with Orchestrate?

Orchestrate supports integration with Avigilon Alta (Video Security and Access Control), Avigilon Unity (Body Worn Cameras, Visible Firearm Detection, Concealed Weapons Detection, Halo Smart Sensor), VehicleManager Enterprise, Avigilon DMS, Aware Enterprise, Ally Incident Management Software, MOTOTRBO, WAVE PTX, P25 Text-Messaging Enabled APX Radios, Rave Panic Button and Rave Alert.

Infrastructure
MOTOTRBO

Devices
MOTOTRBO,
WAVE PTX

Video security
Avigilon,
VehicleManager

Access Control
Avigilon

**Incident
response software**
Ally, Avigilon DMS,
Aware Enterprise,
Rave

**Workflow
management**
Orchestrate

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Who can sell Orchestrate?

As of 2024, all video and radio partners including Ecosystem solution partners are able to sell and deploy Orchestrate.

Who is considered a "user" in Orchestrate?

A "user" is anyone with access to the Orchestrate workflow automation tool on cloud service — authorized users. This includes administrators and workflow administrators who have access to the service. Users in your account are tracked on the admin tab of the portal. Administrators can create rule-based, automated workflows between their technology sleeves to enhance efficiency as well as improve response times, effectiveness and overall safety.

Orchestrate was developed to be intuitive and consumer-friendly with a simple drag-and-drop user interface. This allows a user to simply set up workflows to address their situation and policies. A user is someone who understands the safety and security ecosystem environment workflows, the policies and governance of the workflows, and understands the operations of the workflows. Orchestrate's ease of use allows security operators to build and maintain workflows themselves, without requiring IT department support.

How is Orchestrate different from competitive products?

Orchestrate delivers the power of true integration through the technology ecosystem. Unlike competitors' products, Orchestrate's powerful platform integrates Avigilon Alta (Video Security and Access Control), Avigilon Unity (Body Worn Cameras, Visible Firearm Detection, Concealed Weapons Detection, Halo Smart Sensor), VehicleManager Enterprise, Avigilon DMS, Aware Enterprise, Ally Incident Management Software, MOTOTRBO, WAVE PTX, P25 Text-Messaging Enabled APX Radios, Rave Panic Button and Rave Alert.

2 | Other common questions

Where do I store my business data?

Orchestrate operates on a secure-cloud connection and is considered a system of interaction/transactions and not a system of records, so this solution is not generally used for the storage of business data.

Is Orchestrate business workflow automation on cloud secure?

Yes, the cloud is designed to ensure your data is fully protected. Working around-the-clock, organizations monitor the threat landscape and provide real-time system patches. Highly redundant, geographically-isolated data centers and network infrastructure provide the availability and resiliency vital to your operations.

Where can I find more information about safety and security ecosystem and Orchestrate solutions?

Orchestrate is now part of the Safety and security ecosystem. Please feel free to access more information by visiting motorolasolutions.com/safetyecosystem.

Will Orchestrate be available internationally?

Orchestrate has launched in North America as well as several other regions and countries. Please contact your Motorola Solutions' representative for further information.

To learn more, visit: **www.motorolasolutions.com/orchestrate**

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