AVTEC SCOUTCARE

SOFTWARE MAINTENANCE AND SUPPORT PROGRAMME

MOTOROLA *SOLUTIONS*

PROTECT. FOCUS. ADVANCE.

You need to know that your dispatching software prevents issues from disrupting your command centre, provides easy access to feature upgrades and new technology integrations, and offers your team technical support and training when you need it. Avtec ScoutCare™ has you covered—providing a safety net for your business- and mission-critical communications, so you can focus on protecting people, assets and livelihoods. And, as your needs and technologies change, Avtec ScoutCare is your assurance that you'll always have the most current dispatching software at your fingertips.

PROVEN

Major U.S. airlines, Class I railroads, Fortune 500 companies and public safety agencies count on ScoutCare's licensed software maintenance and support programme to keep their dispatching and command centres running smoothly. It provides continual software enhancements, protects consoles against unforeseen issues and cyberthreats, and gets your system back online quickly if something goes wrong.

SCALABLE

Whether you have one Avtec Scout™ Select console or hundreds, Avtec ScoutCare has you covered and can grow with your needs. It helps you control costs and increase efficiency by budgeting in advance for maintenance and upgrades. Access the latest fixes and software enhancements at no additional charge.

RELIABLE

Avtec Scout Select software is constantly enhanced with security features such as access control, encryption and audit trails and is tested for vulnerabilities to keep up with the latest cybersecurity threats. With Avtec ScoutCare, you can be certain that you are benefiting from best-in-class protection for your dispatch technology investment.

Protect the integrity of your Avtec Scout Select software and its investment, now and for the long run, with our ScoutCare software maintenance and support programme.

WHY CHOOSE AVTEC SCOUTCARE?

AVTEC SCOUTCARE IS A LICENSED SOFTWARE MAINTENANCE AND REMOTE SUPPORT SERVICES PROGRAMME.

Included the first year at no cost, it gives you the assurance and peace of mind that your console investment will always be protected and continually enhanced. Avtec ScoutCare keeps your team up and running reliably, with benefits such as 24/7/365 on-demand support and a watchful eye on tomorrow, as we continually develop new features, enhancements and integrations to meet your changing requirements.

AVTEC SCOUTCARE GIVES YOU:

24/7/365 TECHNICAL SUPPORT

ScoutCare's ongoing software updates help you prevent issues before they impact operations. Should the unexpected occur, the programme ensures incidents are resolved quickly, with minimal demand on your resources. With Avtec Scoutcare, your team can count on immediate and expert technical support, any hour of any day.

CONTINUAL SOFTWARE UPGRADES

You'll always have the latest Avtec Scout Select releases and patches—they are included as part of your ScoutCare subscription. With ongoing product enhancements, the leading voice communications technologies are always at your disposal and will integrate with your entire dispatch communications system.

REDUCED SECURITY RISK

With our team focused on software development and testing best practices, you can rely on the ScoutCare programme to help keep your consoles secure and mitigate ever-changing cybersecurity threats.
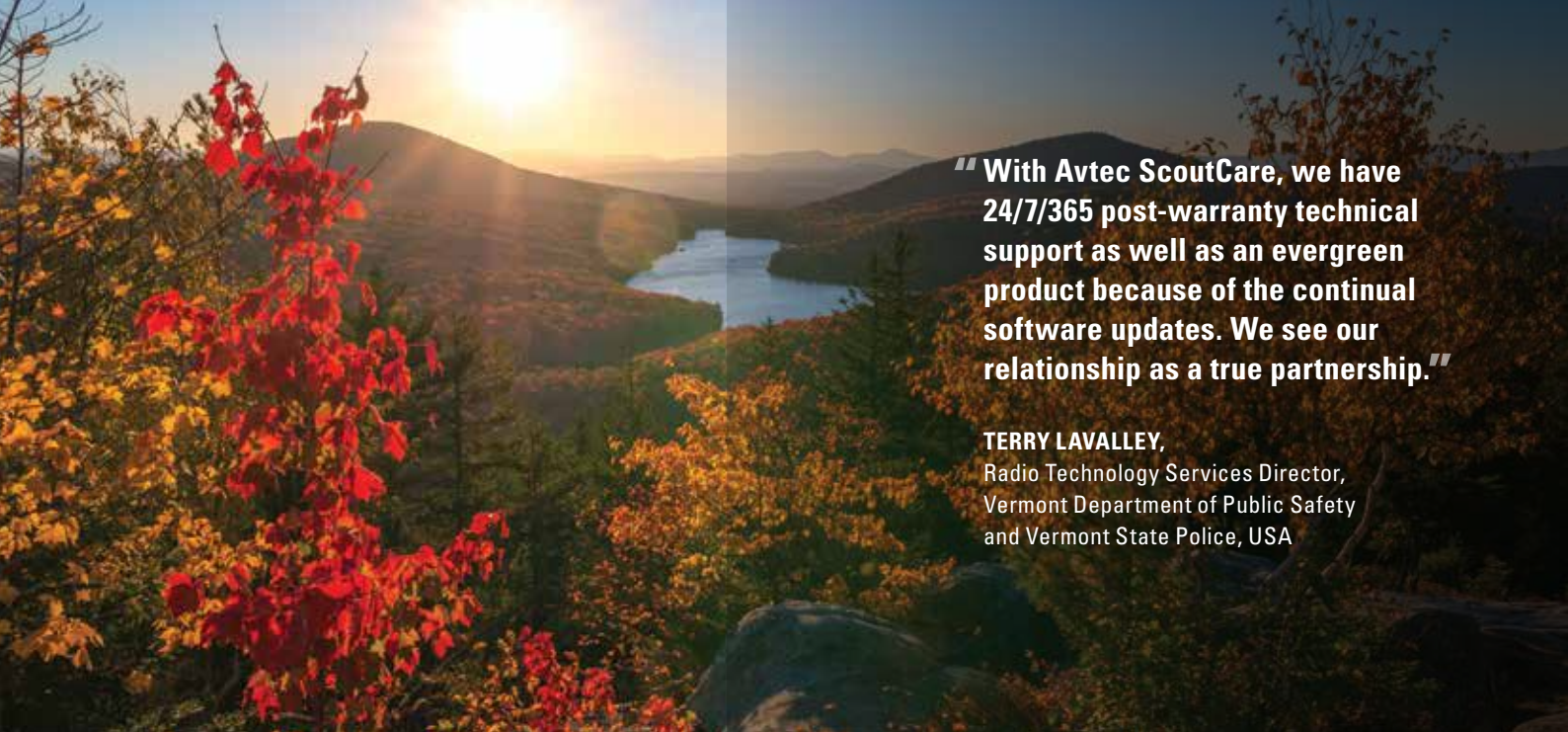
TECHNICAL TRAINING AND KNOWLEDGE BASE

As part of your ScoutCare license, your team receives two seats each year for Avtec Scout Select training at our Lexington, South Carolina, USA, facility, or you may choose to participate online from your location. Plus, you get access to Avtec Connect, our web-based portal featuring product documentation, software release notes, training videos and other helpful information.

LOWER TOTAL COST OF OWNERSHIP

Avtec ScoutCare allows you to set your console maintenance and support budget in advance. And with the programme's continual security updates and feature enhancements, you extend the life span of your technology investment.

> **"With Avtec ScoutCare, we have 24/7/365 post-warranty technical support as well as an evergreen product because of the continual software updates. We see our relationship as a true partnership."**
>
> **TERRY LAVALLEY,**
> Radio Technology Services Director,
> Vermont Department of Public Safety
> and Vermont State Police, USA

AVTEC SCOUTCARE HAS YOU COVERED— TODAY, AND TOMORROW.

Our ScoutCare software maintenance and remote support services programme helps you maximize the value and functionality of your Avtec Scout Select dispatch system. It provides the latest software and security patches, ongoing feature enhancements, and expert support 24/7/365. Discover how this proven, reliable and scalable offering can give you peace of mind for your operations and budget.

To learn more about ScoutCare, please visit us on the web at:
https://www.motorolasolutions.com/en_xl/avtec-scout-dispatch.html

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