



# ASTRO System Monitoring

Public safety agencies must maintain system availability from external threats and technological failures. Have you protected your ASTRO system?

Safeguard your land-mobile radio (LMR) systems from downtime with ASTRO® System Monitoring, which allows you to maintain the confidentiality, integrity and availability of your systems while still benefiting from the ability to connect to outside systems and networks.

ASTRO System Monitoring combines the power of Network Event Monitoring, Managed Detection and Response (MDR) and ASTRO Connectivity Service to the Core site. This comprehensive suite of services is tailored for public safety agencies to help ensure your mission-critical system remains reliable and available 24/7, allowing you to focus on keeping your first responders and community safe.

**50% less**

Organizations with 24/7 event monitoring on their networks have 50% fewer outages.<sup>1</sup>

**15 days**

Public safety system downtime due to cyber attacks is on average 15 days.<sup>2</sup>

**\$1.4 million**

Efficient prevention measures can save up to \$1.4 million per cyber attack.<sup>3</sup>

# Prevent and reduce downtime and outages with 24/7 monitoring by live agents

Partner with us so that we can focus on keeping your systems safe and technology efficient while you focus on your mission.

ASTRO System Monitoring provides you with 24/7 monitoring from our cybersecurity and LMR experts across multiple areas. With MDR, our US-based, Criminal Justice Information Services (CJIS) trained security operations center (SOC) analysts monitor your systems to proactively help mitigate cyber threats that could negatively impact system availability. With Network Monitoring, our

Network Operations Center (NOC) experts will analyze unexpected technology-related events or failures, provide proactive alerts and help define the best path to resolution when needed. Our human-led monitoring teams work closely with, but independently from, our product teams to provide you with an independent evaluation that is tailored to your products.

## Features and benefits

- **Network Event Monitoring:** Quickly identify and address technical issues
- **Security Monitoring:** Maintain system confidentiality, integrity and availability by detecting and mitigating threats before impact with our advanced Managed Detection & Response service
- **Reliable and secure connectivity:** Enable network event monitoring and security monitoring with a secure link to the Core
- **Real-time reporting:** Get insights into ASTRO system health, performance and cyber activity





## Stay focused on your mission with solutions customized for public safety

We understand that system availability is a must for public safety agencies. This is why our services are specifically designed for your ASTRO systems and consistently tested for interoperability. Our analysts understand how cyber threats and technological failures specifically impact public safety and the best measures to prevent and mitigate these threats to keep your systems secure and available.

We also consistently incorporate the most recent public safety threat intelligence into our MDR service, which allows for rapid detection. In addition, with our ASTRO Connectivity Service, you can get a secure and integrated connection that is built for ASTRO systems. With ASTRO System Monitoring, you get experts who understand your technology and systems, which improves the ability to keep them safe and available at all times.

## Stay informed about external threats with our co-managed ActiveEye platform

Get full visibility into what is happening in your systems with our co-managed ActiveEye MDR platform. Follow investigations in real-time and see all the data from current and past threats. You also have the ability to self-direct investigations or reporting if you would rather handle them in-house. We provide you with transparent service metrics, such as response time, so that you can see the value of the service. Our co-managed platform allows you to be fully

informed about threats and investigations while still giving you the time to keep the community safe.

Managed Detection and Response is a component of ASTRO System Monitoring, and is included in our service packages, beginning with our Advanced offer, and it is also offered as a standalone service.



# ASTRO System Monitoring service packages



## Essential & Essential Plus

### Repair & support

- Infrastructure repair
- Self-installed patches
- Technical support
- Dispatch (Ess+)
- Onsite response (Ess+)
- Preventive maintenance (Ess+)



## Advanced & Advanced Plus

### Connect & respond

- Infrastructure repair
- Self-installed patches
- Technical support
- Dispatch
- Onsite response
- Preventive maintenance
- Remote update services
- Advanced exchange
- ASTRO System Monitoring
  - Network monitoring
  - Managed Detection & Response
  - ASTRO Connectivity Service
- MPLS/microwave monitoring (optional)
- Network updates/SUA (Adv+)



## Premier

### Operate & optimize

- Infrastructure repair
- Self-installed patches
- Technical support
- Dispatch
- Onsite response
- Preventive maintenance
- Remote update services
- Network updates/SUA
- Advanced exchange
- ASTRO System Monitoring
  - Network monitoring
  - Managed Detection & Response
  - ASTRO Connectivity Service
- MPLS/microwave monitoring
- Change management
- Problem management
- Cybersecurity risk assessment
- Availability commitment
- Performance management

To learn more, visit:

[www.motorolasolutions.com/cybersecurity](http://www.motorolasolutions.com/cybersecurity)

#### Sources

1. <https://www.engineering.com/downloads/motorola/motorola-solutions-lmr-services-survey-report.pdf>
2. PSTA Public Safety Threat Report - Q1 2024.
3. <https://info.deepinstinct.com/value-of-prevention>



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