



PERFORMANCE MANAGEMENT REPORTS SERVICE

ENHANCING MISSION CRITICAL NETWORK OPERATIONS

As a TETRA network operator serving mission-critical customers, ensuring a high level of network performance and adhering to customer SLAs and KPIs is imperative. Your service ensures users in the field receive the level of service required to enable them to go about their daily duties. We recognise that tracking against SLAs – such as the percentage of successful calls, grade of service or total number of rejects – is challenging and time consuming, particularly when you're doing so for multiple customers.

The Performance Management Reports Service transforms raw network performance data on Motorola Dimetra IP and Dimetra IP Compact TETRA systems into actionable information in the form of easy-to-read reports.

The vital data in these reports helps guide informed decision making and network activities for effective capacity planning, trend analysis and network performance optimisation.

Performance Management Reports enable you to evaluate the critical system load parameters on your network to show where and when system bottlenecks occur and to ensure accurate future system growth planning.

BENEFITS FOR CUSTOMERS:

- Enhance system performance reporting
- Understand performance of complex networks
- Improve network capacity planning
- Maximise network return on investment
- Reduce total cost of ownership
- Assess network growth capabilities and issues
- Benchmark system performance
- Assist with planned and unplanned event preparation
- Ability to report on key contractual SLAs and KPIs

HOW DOES IT WORK?

Data is automatically collected from the network by a number of statistical servers connected to a specialised Motorola application which is installed on the system. The application seamlessly communicates with the TETRA network to extract the required data and zips up the files so that they can be easily collected and sent back to Motorola for analysis every month. The data is automatically processed and analysed using pre-defined parameters and a report is generated by systems specialists within the Motorola Services team.

The reports provide an easy to read summary of network performance – with all data presented centrally, avoiding the complexity of viewing it across multiple reports. Using our deep system knowledge and experience, we are able to report on parameters and statistics that are not readily available to network operators from standard historical reporting tools or interfaces.

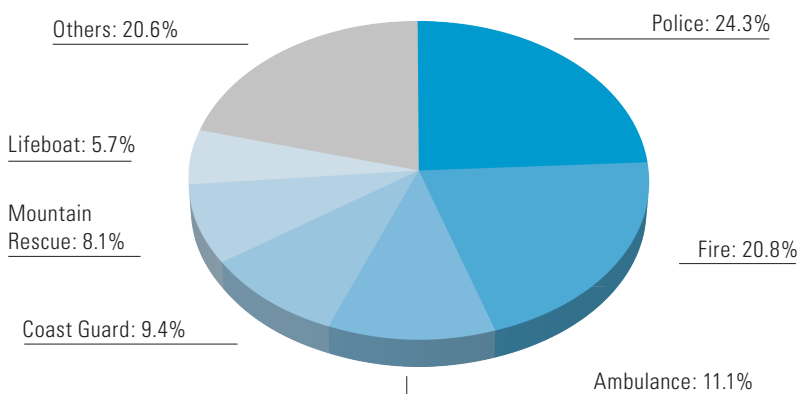
WE OFFER A RANGE OF REPORTS FOR THE FOLLOWING KEY AREAS:

Voice Utilisation & Downtime Reporting

These reports enable you to understand the type of calls being generated on the system and where congestion or capacity issues are being experienced. They also include a concise method of aggregating complex alarms into a succinct report to explain the level of downtime affecting each service element in the system

Data Utilisation Reporting

These reports determine the true level of packet and short data utilisation occurring across your system, from zone, site and even terminal-level granularity.



▼ **System Performance & Utilisation Overview** shows the monthly summary of system performance & utilisation and compares with historical data in order to show trends

▲ **Group Call Usage by Agency** shows relative usage of group calls for each agency on a shared network.

Data	Actual Report (01/03/2011 00:00:00 to 31/03/2011 23:59:59)	Previous Period (01/02/2011 00:00:00 to 28/02/2011 23:59:59)	Rolling Average (01/12/2010 00:00:00 to 28/02/2011 23:59:59)
Total No. of Calls	2,551,637	2,795,383	2,902,324
Total No. of Busies	1,398	1,528	1,630
Total No. of Rejects	124,560	138,248	135,411
Percentage of Successful Calls	95.30%	95.24%	95.49%
Grade of Service	0.05%	0.05%	0.06%
Average Voice Call Duration (seconds)	10.23	9.86	9.91
Average Call Queuing Time (seconds)	0.06	0.07	0.07
Percentage Zone Usage	21.53%	21.61%	21.37%
Average No. of Sites per Call	6.68	6.60	6.56

For further information on Performance Management Reports Service or any of Motorola's services, please contact your Motorola sales representative or visit www.motorolasolutions.com/TETRA

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THE MOTOROLA DIFFERENCE

As the market leader in TETRA solutions and mission-critical services, we understand the challenges you face in today's rapidly evolving communications environment. We offer a range of services across the solutions lifecycle – from initial concept design and implementation to ongoing management and support of your TETRA solution – including network performance and optimisation services, end-to-end networks, applications integration and much more. From technical support to fully managed services, our experienced teams can help define and deploy the ideal solution for your organisation.