MOTOTRBO™ SERVICES

ENLIST THE EXPERTS TO SAVE TIME AND MONEY ON YOUR DIGITAL RADIO DEPLOYMENT

To achieve your business goals in a fast-paced, competitive and increasingly global economy, your organization depends more and more on real-time, mobile collaboration. The right communications system isn't merely a support tool today. The devices you use, the applications they enable, and the networks that support them have become the backbone of your business processes.

Now that you've chosen MOTOTRBO digital radios for your organization's solution, you need to integrate this next generation technology into the existing environment. And you need it to be right. You don't want delays, surprises or unexpected expenses. You want to quickly start providing the returns expected with this investment — greater productivity, smarter workflow and better business outcomes.

So how can you ensure that everything works efficiently and correctly, from day one? Start with the expert technical support of MOTOTRBO Services.

KEY BENEFITS
- Better allocate resources by using expert technical support to improve system planning and integration
- Speed time to integrating new or complex functionality
- Avoid operational issues by ensuring smooth integration and optimization before the system goes live
- Get access to technical resources with knowledge and experience that you may not have on staff, which can help build your expertise
- Learn the most current techniques and procedures for testing and optimization

THE CHALLENGE

PREPARE FOR A SMOOTH, QUICK IMPLEMENTATION

Push-to-talk, person-to-person calling, text messaging, GPS tracking, remote control, dispatching, lone worker status – the new MOTOTRBO portable and mobile digital radios enable dozens of compelling productivity applications that can improve efficiencies in your business. So naturally, you and your customer's organization are eager to start taking advantage of them.

But advanced capabilities come with added complexity. Digital devices can quickly and affordably expand your connectivity and communication reach, but they must be programmed, provisioned and integrated properly into your current environment. If you don't have the right expertise or the deep bench strength on staff to handle the job, you could find yourself frustrated by delays and cost overruns, and you could take a big hit to your expected ROI.

So how can you be confident that the implementation process will be managed smoothly and seamlessly?

THE SOLUTION

TAKE ADVANTAGE OF EXPERT TECHNICAL SUPPORT

To be sure your new MOTOTRBO system is ready when you are, first make sure you have all the technical resources you need. Motorola can bring together the right experts and processes to help you integrate your new MOTOTRBO devices into your existing communications system, quickly and cost-effectively.

You choose just the help you need from our integration services portfolio. We provide the technical support required so your staff – both user and technical – can hit the ground running once your new system is live.
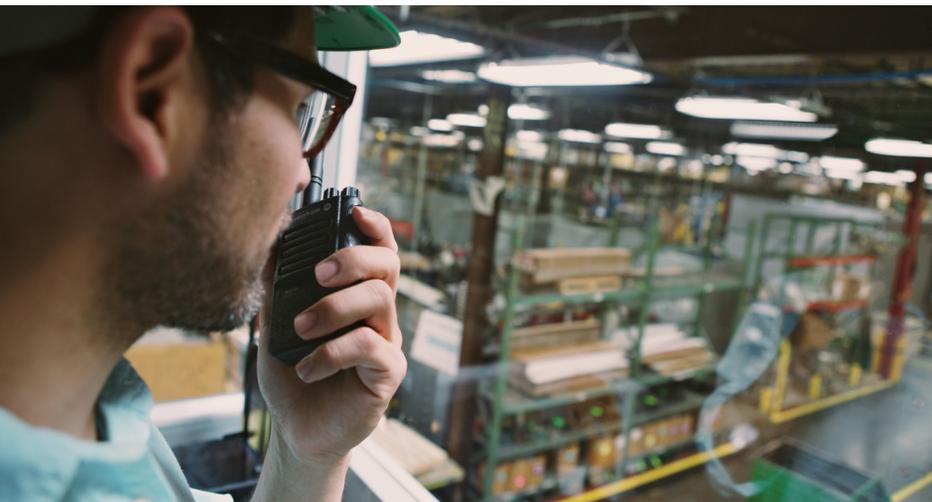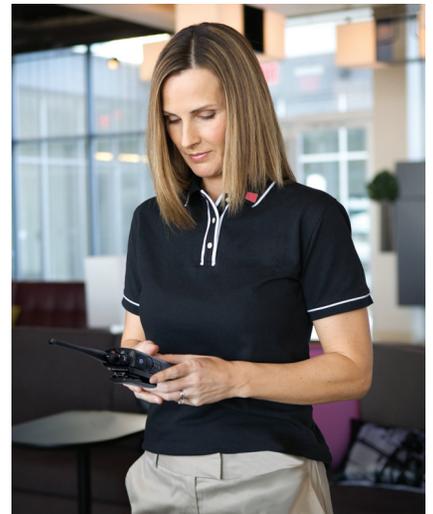
MOTOTRBO SERVICES

RF COVERAGE MAPPING SERVICES HELP YOU VISUALIZE NEW CAPABILITIES

With the implementation of your new MOTOTRBO system, you will have not only have new features and applications to extend to your staff, but you may have expanded services and service areas to offer your customers, as well. An updated RF map can be an invaluable tool to predict RF coverage when developing and deploying systems.

Motorola's RF Coverage Mapping Services offer a full analysis of your MOTOTRBO, P25 Trunking and conventional network systems. Using state-of-the-art, proprietary modeling tools, we'll coordinate and gather the required data, then generate a reliable coverage map, both talk-in and talk-out, including representations of local terrain and other identifying features. (Actual network coverage can vary depending on topography, time of year and other interference sources; these coverage maps should be considered informational only and do not imply any guarantee of coverage.)

With this graphical tool, you'll be able to see at-a-glance the geographic area your network covers, identify any hot spots or reduced service areas, and communicate quickly that must-have areas are covered.

SITE INTEGRATION SERVICES BRING NEW RADIO SITES ONLINE QUICKLY

Setting up a planned new RF site involves many complicated steps, from installing system hardware such as antennas, controllers and repeaters, to checking connections and channel outputs, to commissioning subscriber devices. Even a small misstep along the way can escalate into unnecessary delays, unreliable performance and additional costs you just don't need. Motorola's Site Integration Services can help you avoid those problems.

As part of this service, we provide you with a Motorola Site Integration Project Manager. This single point of contact delivers expert technical support to make sure your new site comes on-line seamlessly and efficiently. We'll use state-of-the-art tools to model, validate and optimize your new site, making sure all firmware is current, subscriber and infrastructure codeplugs are functional, baseline and Ethernet connections are working, and the RF performance is optimized within your planned design specifications. Finally, we'll test audio and data transmissions with your programmed devices, to make certain you're getting all the functionality you planned.

The result will be a new RF site that delivers the coverage and capacity you expect, on-time, with fewer problems, cleaner signal and better performance.

STREAMLINE YOUR DEVICE SET-UP WITH PROGRAMMING SERVICES

Each digital device in your new MOTOTRBO system will need to be programmed to meet the use and access requirements of the person who will use it. Motorola can provide on-site or remote consultative technical support for the programming and configuration of MOTOTRBO systems at the time of installation.

First, we will work with you to develop a fleet map – a working plan of who will use each device and how, including the applications they will use, the radio frequency channels they will access and the talk groups to which they will belong. Then we will create a programming template for each type of user device, enabling the features and applications required.

We'll make certain all firmware is up-to-date, program sample radios for each template, then test each template to make sure everything operates just as you expect. With tested templates in hand, programming the rest of your devices becomes a simple duplication process, easily rolled out by your staff as each device is put into service.

Programming Services ensure you get an on-time, trouble-free start for your MOTOTRBO implementation, at a predictable cost.

GET OFF TO THE RIGHT START

Motorola's MOTOTRBO Services give you the expert technical support you need to ensure your new system is ready to meet your business-specific objectives right out of the gate – on time, on budget and on target. You chose MOTOTRBO so you can enjoy advanced applications, extended capabilities and creative new services. It only makes sense to choose expert support, so you can enjoy those benefits without delay or unexpected costs.

PROTECT YOUR INVESTMENT

When operating in a communications-dependent environment, system downtime is not an option. In the event of an outage, a support plan that allows you to quickly resolve issues is imperative so that you can focus on your mission.

Motorola's expert Infrastructure Repair service covers your MOTOTRBO equipment, as well as equipment from select third-party infrastructure vendors. Factory trained and certified technicians troubleshoot, analyze, test, and repair your equipment at Motorola's IDO. And your repairs are tracked and returned quickly via our rigorous, defined case and escalation management procedures.

The Infrastructure Repair with Advanced Replacement service significantly minimizes downtime by shipping you a Field Replaceable Unit within 24 hours, no matter where you are in North America. When a component fails, Infrastructure Repair with Advanced Replacement keeps your network available for your users.

For more information about how Motorola can help you start off right with your MOTOTRBO system, visit us at motorolasolutions.com/implement

<Dealer Name1>

<Dealer Address & Phone>

<Channel Identifier1>

<Dealer Website>

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