

SUPPORT WHEN YOU NEED IT

FOR ASTRO® 25 AND DIMETRA™ SYSTEMS LATIN AMERICA REGION

When the unpredictable happens to your network, Essential Services provide you with access to Technical Support teams and resources for troubleshooting and maintenance. Two levels of support allow for flexibility to match your requirements:



ESSENTIAL SUPPORT FOR YOUR TECHNICIANS WHEN NEEDED

Get the help you need, anytime, with 24x7x365 access to Motorola's system technologists to help troubleshoot and resolve network issues.

MINIMIZE SERVICE DISRUPTION – Motorola's network hardware repair covers all Motorola-manufactured equipment and select third-party vendors. Factory-trained and certified technicians troubleshoot, analyze, test and repair your equipment at our facility. You will experience expert, high-quality, reliable support for rapid turnaround. Timely and accurate diagnosis and repair assures that all equipment you send to us is returned to factory specifications.

MANAGE CYBERSECURITY THREATS – To help you maintain operational integrity of your network and minimize cybersecurity risk, Motorola provides the latest security updates pre-tested in our dedicated system test lab running the same software version as your network to ensure no service disruption. Once validated, you can download and install when you're ready.

ESSENTIAL PLUS ADDED FIELD SERVICES TO MINIMIZE NETWORK DOWNTIME

In addition to Essential Services, Essential Plus provides a higher level of support to help minimize unexpected downtime and quickly respond to network issues by engaging Motorola's field services.

Whether your communications network needs routine maintenance or one of your towers has suffered a damaging lightning strike, you want a reliable service response and restoral process. With Essential Plus, you have access to our team of support professionals who know how to get the job done.

Your system response and restoration process begins immediately with one phone call. We will dispatch a local field technician to the affected site to help restore operations. Case management and escalation procedures are in place to ensure your contracted response times are met.

AT-A-GLANCE

SERVICES	ESSENTIAL	ESSENTIAL PLUS
Onsite Support		
Security Patches		
Network Hardware Repair		
24x7x365 Technical Support		

MYVIEW PORTAL FOR VISIBILITY TO CRITICAL SYSTEM AND SERVICES INFORMATION



With Essential Services for ASTRO 25, you gain access to MyView Portal for network and service delivery information to help make smarter, faster and more proactive decisions to keep your network running smoothly and effectively.

KEY FEATURES:

- Service Delivery Information
- Historical Reports
- Asset Information

UNMATCHED SERVICE DELIVERY

SOLUTIONS SUPPORT CENTER

Our goal is to help you maintain continuous network uptime and availability. With one call to our Solutions Support Center, you have access to our experienced technologists 24x7x365 to help answer your questions and troubleshoot issues. These dedicated professionals have access to documented and repeatable fixes and labs to recreate your conditions for more effective troubleshooting. Rely on one point of coordinated contact for all of your service and repair needs.

STATE-OF-THE-ART REPAIR

Our ISO 9001 and TL 9000-certified procedures ensure your equipment is quickly returned to the highest quality standards. We replicate your network in our test labs in order to reproduce and analyze the issue. Trained and certified technicians utilize sophisticated, automated test equipment to analyze, isolate and repair your equipment.

A CONTINUUM OF EXPERT SERVICES



ENSURE CONTINUITY • ENHANCE PRODUCTIVITY • REDUCE RISK

Drive your performance with the right level of service. Each package provides a higher level of support, transferring the risk and responsibility to Motorola.

To learn more, visit www.motorolasolutions.com/services

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