



# **ADVANCED SERVICES FOR DIMETRA™ TETRA AND ASTRO® 25 SYSTEMS**

## IMPROVE RESPONSE AND CONTINUITY

Advanced Services provide you fast response to network issues by our qualified technicians who analyse and diagnose your network, as well as deliver routine maintenance. Two levels of support allow for flexibility to match your requirements.

### **ADVANCED**

#### **EFFICIENTLY UPDATE YOUR TECHNOLOGY**

Extend the lifespan of your network with planned updates. Get the necessary network updates, implementation and change management services required to keep your network fully operational with improved total cost of ownership.

We invest heavily in research and development to continually improve system capabilities, security and industry standards. Updating your network ensures you attain the most value from your investment with the latest features and security enhancements.

#### **MITIGATE CYBERSECURITY THREATS**

To help you maintain operational integrity of your network and minimise cybersecurity risk, we provide the latest security updates pretested 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 at your convenience.

#### **ADDITIONAL SERVICE SUPPORT**

**24x7x365 access** to our system technologists to help troubleshoot and resolve network issues.

**Network hardware repair** for all Motorola Solutions-manufactured and select third-party equipment. Factory-trained and certified technicians troubleshoot, analyse, test and repair your equipment at our centralised facility. You will experience expert, high-quality, reliable support for rapid turnaround. Timely and accurate diagnosis and repair assures your equipment is returned to factory specifications and updated with the latest firmware.

### **ADVANCED PLUS**

#### **REMOTE NETWORK EVENT MONITORING**

In addition to Advanced Services, Advanced Plus provides network event monitoring to provide you with around-the-clock vigilance by an experienced support staff certified on the latest technologies and backed by industry-standard tools and proven processes.

We connect securely and seamlessly to your infrastructure, and our dedicated, highly-trained staff proactively detects, troubleshoots and rapidly resolves network issues. When an actionable event is detected, our technologists conduct remote diagnosis using our extensive knowledge database to identify the problem quickly and accurately, and to resolve it immediately wherever possible. System issues are identified and corrective actions taken before you are even aware there is a problem.





## UNMATCHED SERVICE DELIVERY

### SOLUTIONS SUPPORT CENTRE

Our goal is to help you maintain continuous system uptime and availability. Rely on one point of coordinated contact for all of your service and repair needs. The Solutions Support Centre is the cornerstone of our customer care and service delivery staffed 24x7x365 by experienced system engineers. This includes our ISO 9001-certified Network and Security Operations Centers (NOC/SOC) that leverage ITIL processes and common service platforms for event monitoring, management and issue resolution.

Motorola Solutions continuously invests in resources, as well as in sophisticated test lab, tools, applications, and proven repeatable methodologies that ensure your network maintains absolute availability.

### STATE-OF-THE-ART REPAIR DEPOT

Our ISO 9001-certified procedures ensure your equipment is quickly returned to the highest quality standards. Trained and certified technicians utilise sophisticated, automated test equipment to analyse, isolate and repair your equipment. Expected turnaround time may vary by country due to specific local customs procedures. Contact your Motorola Solutions representative for details.

## AT-A-GLANCE

| SERVICES                     | ADVANCED | ADVANCED PLUS |
|------------------------------|----------|---------------|
| Network Event Monitoring     |          | ■             |
| Network Updates              | ■        |               |
| *Pre-tested Security Updates |          | ■             |
| Network Hardware Repair      |          |               |
| 24x7x365 Technical Support   | ■        | ■             |

\* Self-Installed Security Updates is available for the **Advanced Services**. Remote Security Patch Installation will be offered for the **Advanced Plus Services**.

## A CONTINUUM OF EXPERT SERVICES



ENSURE CONTINUITY • ENHANCE PRODUCTIVITY • REDUCE RISK

Rely on us to help you achieve your performance targets with the right service level you need for systems, devices and applications. Each package provides a higher level of support, transferring the risk and responsibility to Motorola Solutions.

For more information on Motorola Solutions Advanced Services, contact your local representative or visit [www.motorolasolutions.com/services](http://www.motorolasolutions.com/services)

