TECHNICAL SUPPORT SERVICE

The software-driven platforms of today's complex communications systems require a layered support approach to ensure consistent and reliable network performance. Motorola Technical Support service provides access to expert Systems Technologists to help quickly resolve network issues and maximize system availability.

SYSTEM COMPLEXITY CONTINUES TO RISE

The continuous evolution of technology, level of interoperability and feature compatibility of today's networks means that communications systems are more integral to operational effectiveness than ever before. The value of these systems to your organization increases as users depend upon them to do their jobs safely and efficiently. However, as the level of sophistication grows, the ability to support those systems to ensure continuous network availability becomes more challenging.

Ensuring fast response and restoration of network issues is critical to communications system availability and has created the demand for specialists with experience, expertise and an in-depth knowledge of networks like yours.

HIGH-LEVEL SYSTEM TROUBLESHOOTING SUPPORT

Whether you have a TETRA public safety system or a four-site private network, Motorola Technical Support provides you with access to expert troubleshooting, remote analysis and a response and restoration methodology that ensures your issue is resolved quickly and effectively. Centralized, telephone support available 24x7x365 helps your on-site restoration team resolve network issues that require a high level of communications expertise and troubleshooting capabilities.

The Technical Support operation is staffed by trained and highly skilled Systems Technologists who specialize in the characterization, diagnosis and swift resolution of network performance issues. With a single phone call, you have immediate access to specialized technologists who have in-depth experience troubleshooting and consulting on hundreds of systems like yours. Our technologists use a variety of sophisticated tools and resources, including:

- Comprehensive knowledge database to access known system-related issues and resolutions
- Motorola system test lab to replicate your issue, enabling faster troubleshooting
- Access to engineers who design Motorola communications systems
- Support processes and escalation procedures that adhere to committed response times

ACTIVITY REPORT

Each time a case is opened on your system, the data is entered into the site history log. Activity summary reports are available and allow you to see how many cases were opened, actions that took place, resolution, and performance to contract commitments. These reports also provide information that can be used to identify recurring issues and help you take action to drive improved reliability.

BENEFITS THAT MAKE SENSE

Technical Support service lets you cost effectively take advantage of Motorola's significant investment in comprehensive system support. It begins with your on-site technicians who perform preliminary system maintenance and troubleshooting. When they need help troubleshooting challenging network issues, one phone call to Motorola's Technical Support provides immediate access to specialized System Technologists who provide the first tier of support. And although System Technologists typically can resolve the majority of cases, when an issue arises that even they cannot resolve, they have direct and immediate access to the highest tier of support—Motorola development engineers. It's all about knowing that no matter what the issue, you can rely on Motorola Technical Support to resolve the problem, each and every time.

Motorola Technical Support provides benefits that make sense, including:

- **Ease of use:** One phone call puts you in contact with expert System Technologists ready to provide troubleshooting and high level consulting to your on- site technical team
- **Availability:** Technical Support is available 24x7x365 to answer your call
- **Cost effective support:** Access to Motorola's layered support team and extensive support resources
- **Reliability:** Case management and escalation procedures are in place to ensure that your contracted response and restore times are met, each and every time.

THE MOTOROLA DIFFERENCE

Technical Support provides a cost-effective, layered support approach required by today's complex communications systems. More than 2,300 customers entrust their network support to Motorola to keep their systems consistently performing at maximum efficiency. With over 85 years experience in RF communications and customers in more than 80 countries, Motorola has an in-depth knowledge of mission critical processes, services and solutions that are focused specifically on government and public safety customers. And over 6,500 service professionals and 900 local points of presence stand ready to help you gain the most out of your communications investment with end to end professional services.

For further information about Technical Support, or any of our services, contact your Motorola sales representative or visit
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