



# ESSENTIAL SERVICES FOR ASTRO® AND TETRA DEVICES

## SUPPORT WHEN YOU NEED IT MINIMISE DISRUPTION AND IMPROVE CONTINUITY

### YOUR NEEDS

Radio performance is critical for effective mission-critical operation. Your users rely on their radios to be available and connected. Ensuring you have a plan in place to get uninterrupted communications is critical for a smooth running operation.

As technology evolves, hardware repair and technical support capabilities are some of the critical service capabilities that are needed for your mission-critical communication systems to work optimally. Maintaining and managing radios is vital to keep your radio fleet up to date and secure.

### THE SOLUTION: SERVICE CAPABILITIES

You can rely on us to help you maximise the value of your radio investments with Essential Service Packages. We bring a range of service capabilities that you can leverage to make sure your team is always connected.

### INCREASING COMPLEXITY

# 59%

of radio managers cite increased programming complexities as a major challenge<sup>1</sup>.

### PERFORMANCE ISSUES

# 70%

of radio managers wait until something breaks to perform maintenance<sup>1</sup>.



# DEVICE SERVICE PACKAGES\*

## ESSENTIAL SERVICES AT-A-GLANCE

|   |  |  |  |
|---|--|--|--|
| <b>CUSTOMISED DEVICE SERVICES</b><br>Eg. Provisioning Services, Special Event Support, Accessories/batteries Coverage |  |  |  |
| <b>5Y SUPPORT COVERAGE</b><br>Provides for a longer service coverage  |  |  |  |
| <b>8x5 REMOTE TECHNICAL SUPPORT</b><br>■ Software support ■ Radio programming tools support                           |  |  |  |
| <b>8x5 SERVICE DESK</b><br>Centralised Support 8am to 5pm GMT+8; Mon-Fri  |  |  |  |
| <b>HARDWARE REPAIRS</b><br>1-way shipping included  |  |  |  |
| <b>ACCESS TO FIRMWARE</b>   |  |  |  |

**3Y ESSENTIAL**

**5Y ESSENTIAL**

**CUSTOM SERVICES**

\* Not applicable for ANZ

### ACCESS TECHNICAL SUPPORT AND SERVICE DESK

Our experienced technologists are available to help isolate and resolve issues by offering 8x5 over-the-phone service desk technical consultation. With an extensive knowledge base, trained and certified technical engineers, this team can and provide prompt resolution to your technical device issues. At Motorola Solutions, we understand the importance of maintaining the radio fleet to its optimal performance. That's why we apply industry-leading standards to record, monitor, escalate and report technical service calls from our customers.

### RELY ON HARDWARE REPAIR

With state-of-the-art diagnostic equipment, repair tools and replacement parts, your radio fleet components are protected in the event of an unexpected failure and are back in operation as soon as possible. When serviced, all radios are returned to you with original factory specifications and updated with the latest firmware. Plus, our service centers are certified to comply with ISO 9001, ISO 14000, ATEX, IECEx and TIA ensuring the highest quality repairs.

### ACCESS TO FIRMWARE

Ensure continuous security, performance and enhanced functionality of your ASTRO and TETRA devices. Our release software updates and upgrades are certified and tested for you to download and install to maintain maximum support coverage.

### CUSTOM DEVICE SERVICES

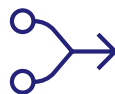
We provide the flexibility to custom build a suite of services to tailor fit to your operational requirements. Please reach out to your sales representative for more information.

## FOR ASSURED MISSION CRITICAL PERFORMANCE



### MANAGE PERFORMANCE

Superior first responder experience with up-to-date and fully operational radios



### MANAGE COMPLEXITY

Maximise efficiency of maintaining your device fleet while addressing technology evolution



### MANAGE COSTS

Flexible service packages that help with a more predictable cost model

## MOTOROLA SOLUTIONS - YOUR TRUSTED PARTNER

We believe that our set of highly knowledgeable people with industry certifications and mission critical expertise, industry-leading ITIL process for centralised service delivery and governance, and state-of-the-art tools allow us to provide superior Device Services that address your needs today and in the future.

Note 1: Please refer to [www.motorolasolutions.com/content/dam/msi/docs/services/apx-survey-demand-gen-infographic.pdf](http://www.motorolasolutions.com/content/dam/msi/docs/services/apx-survey-demand-gen-infographic.pdf)

For more information, please visit [www.motorolasolutions.com/deviceservices](http://www.motorolasolutions.com/deviceservices)

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