

# SETTING HIGHER STANDARDS

## IN BUSINESS-CRITICAL COMMUNICATIONS INFRASTRUCTURE DESIGN AND SERVICES

Building a business-critical communications network that is right for your workplace can be a complex task. You expect it to maximize your operational efficiency, be ready for a variety of demanding challenges that may come your way, and the best support experiences in the moments that matter. Your business will certainly not accept any compromise to your business-critical communication network or devices, be it a routine or an extreme crisis situation.

### AN EXPERIENCE THAT STANDS OUT

That is what the **Motorola Solutions Professional Services and Support for Capacity Max** is about. We have been serving customers and their business and mission-critical communications needs for more than 90 years. We understand their business workflows and unique requirements. We also have a proven track record in how we design, deploy and support our customers. When you invest in our technologies, we believe what matters to you is that we will stand with you, especially in the critical moments when your operations are put on-the-line or when lives are at risk. With Motorola Solutions' **Professional Services and Support plan**, you can be confident that your Capacity Max system investment is ready to deliver on your most demanding communications needs in all and any situation.

### CONFIDENCE IN THE MOMENTS THAT MATTER

Motorola Solutions' **Professional Services and Support for Capacity Max** encompass three core elements in our proven methodology to providing infrastructure design, service deployment and post-sales support services. Regardless of the country you are located in, and the authorized reseller you choose to work with, our Services provide a framework to ensure consistency in how our infrastructure and services are designed so you have peace of mind after project hand-over. Additionally, during the contracted service period, your resellers will have timely access to Motorola Solutions domain experts to deliver the quality service support you expect.



## DESIGN

### CUSTOMISED SOLUTIONS FOR YOUR UNIQUE NEEDS

We work with our authorized reseller to scope out and validate your systems design - from topography review to validating the Bill-of-Materials, systems sizing, redundancy planning and more.

Together, we will evaluate your needs to ascertain that the right solutions have been identified for your workforce.



## DEPLOY

### MOTOROLA SOLUTIONS CONSULTANCY FOR FASTER, SEAMLESS DEPLOYMENT

Our professionally trained teams offer onsite business-day consultancy support. So right from the beginning of your un-boxing process down to the final performance optimization phase, we are here for you. You can expect faster project installations, and a smoother, seamless handover process.

Together, we will manage the complexities and get you up-and-running faster, and with greater confidence.



## SUPPORT

### SUPPORT SERVICES OVER TWO (2) YEARS, WITH THE OPTION TO EXTEND CONTRACTED PERIOD

Your authorized reseller have timely access to Motorola Solutions experts:

- Phone support for Technical issues 24x7 over a two (2) year period.
- Access to software upgrades
- Remote annual network health checks to ensure optimal performance is maintained.

## COMPLETE PEACE OF MIND FOR YOUR COMMUNICATION SYSTEMS

Motorola Solutions is committed serving customers and we continue to invest in R&D and innovation to earn the trust that customers put in us for mission-critical communication services. We have continually evolved our technology portfolio, expanding beyond voice, into other critical areas, including video, software and cloud services. So as your needs evolve in our rapidly changing landscape, we are ready to offer you new features and capabilities to help transform your business today, and into tomorrow.

Learn more about our Professional Services and Support for Capacity Max from your local authorised Motorola Solutions resellers today.



[www.motorolasolutions.com](http://www.motorolasolutions.com)

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