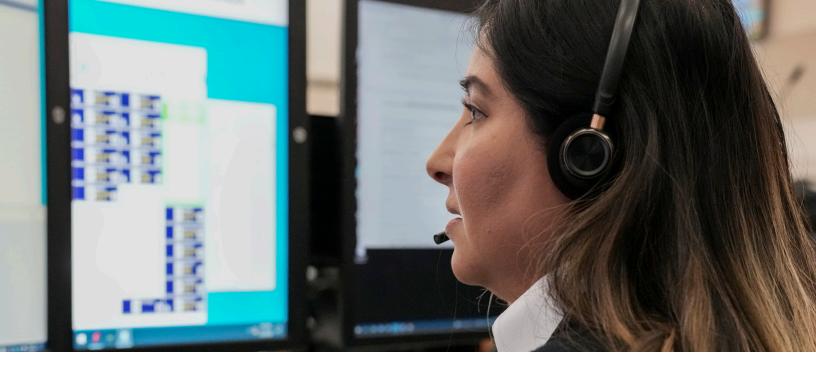# NETWORK & SECURITY
OPERATIONS CENTER

BEST-IN-CLASS 24/7 MONITORING AND 9-1-1 SYSTEMS MANAGEMENT

Reduce Risk, Maximize Performance, Rely on Trusted Expertise

MOTOROLA *SOLUTIONS*

ENSURE YOUR COMMUNICATIONS INTEGRITY

Routine system monitoring, network connectivity issues and ongoing cyber threats eat up valuable time and resources. At Motorola Solutions, we understand the complexities and challenges associated with maintaining communications integrity. It's why we proudly offer our Network & Security Operations Center (NSOC), a best-in-class solution for 24/7 monitoring and 9-1-1 systems management.

Designed exclusively for Public Safety communications, the NSOC includes state-of-the-art technology, processes and tools all provided by our highly trained, dedicated team. With connectivity to the NSOC, our advanced systems facilitate true Emergency Services-grade monitoring and management. This includes:

- Real-time monitoring of systems, devices and applications

- Fault remediation, notification and escalation

- Advanced metadata-driven rules for incident correlation to simplify alarms and accelerate mediation

- Enterprise network management capabilities, including asset discovery and inventory, software distribution, automated patching, operating system deployment, power management and remote desktop control

SECURITY CONSIDERATIONS

With the number of cyberattacks on Public Safety Answering Points (PSAPs) growing daily, security planning has never been more critical. To formulate your plan, consider:

What are you most afraid of if your PSAP is hacked?

Do you patch regularly?

Does anyone own and know your system ecology top to bottom?

Do you have endpoint security to safely and accurately detect and respond to threats inside your VESTA 9-1-1 system?

Is your network fully encrypted so all traffic is encrypted?

Do your current cybersecurity solutions give you visibility into your VESTA 9-1-1 system?

When you implement NG9-1-1 call routing, will you run a risk assessment to know potential threats and identify controls to calculate and mitigate risks?

NETWORK & SECURITY OPERATIONS CENTER

Ensuring Continuity of Operations

Monitoring and Response

Disaster Recovery

Virus Protection

24/7

Cybersecurity Services

Patch Management

Advisory Services

NSOC KEY BENEFITS

With threats to 9-1-1 systems, much is at stake, including the safety of your citizens. Rely on our skilled team to be your first line of defense. Learn how Motorola Solutions' Network & Security Operations Center lets you:

Reduce Risk: Gain visibility and enhance performance cybersecurity with our full suite of NSOC offerings

Save Time: Take back valuable minutes and better allocate resources with proactive monitoring that helps reduce truck rolls and IT support requests

Maximize Performance: Increase system uptime and quality of service through fast detection of disruptions, as well as service restoration

Rely on Trusted Expertise: Depend on our skilled team of cybersecurity experts to be the first line of defense for greater peace of mind

CHOOSE ONE OR MULTIPLE SERVICES TO HELP ENSURE COMMUNICATIONS INTEGRITY AND ULTIMATELY, THE SAFETY OF YOUR COMMUNITY.

SYSTEM MONITORING AND RESPONSE

- Supplies active monitoring and alerting at the system, device and application levels, as well as passive collection of historical events
- Proactively monitors key systems to detect faults and mitigate risks to ensure highest possible system performance and availability
- Monitors system-impacting events for remediation
- Monitors each server, workstation and networking device for hardware alarms, software alarms and performance thresholds
- Minimizes risk and the possibility of service interruptions, predicting issues before they occur
- Alarms the NSOC for remediation, notification and escalation, with most alarms resolved remotely

VIRUS PROTECTION

- Delivers virus protection as a service, ensuring updates are tested and applied in a timely, efficient manner
- Provides a best-in-class antivirus solution, certified for our call handling platforms and continuously updated to automatically detect and remove the latest viruses

PATCH MANAGEMENT

- Deploys Microsoft® updates and patches after validating they are compatible with your solution to minimize risk
- Helps ensure system integrity and security, especially when bundled with Virus Protection for comprehensive, hands-free care

DISASTER RECOVERY

- Creates automatic system backups and snapshots of critical systems to a separate backup system
- Enables operational continuity with minimal downtime, even in the event of a major failure, by quickly restoring workstations and servers

MANAGED SECURITY SERVICES

- Managed Detection and Response (MDR) includes Endpoint Detection and Response (EDR) for VESTA 9-1-1
- MDR Plus includes EDR, Log Analytics and Network Intrusion Detection for additional protection
- See all security activity from IT network, cloud apps and infrastructure and endpoint devices from the same platform, offering a 'single pane of glass' view

ADVISORY SERVICES

- Delivered by cybersecurity experts with wide range of expertise and certifications
- Includes penetration testing, risk assessments, strategy and compliance, tabletop exercises

Learn why so many agencies trust our Network & Security Operations Center offerings to protect their technology investment and safeguard their communities. We welcome the opportunity to do the same for you.

MOTOROLA SOLUTIONS NG9-1-1 HIGHLIGHTS

- We have proudly served Public Safety for over 90 years.

- Our experience extends to (PSAPs) of all sizes – local, regional and state deployments.

- More than 65% of all 9-1-1 calls in the U.S. are answered using a Motorola Solutions' call handling solution.

- Our systems are built to NENA i3 standards.

- We are an active participant in NENA's Industry Collaboration Events.

- We deliver the critical elements 9-1-1 Agencies need for a complete NG9-1-1 solution including routing, ESInet, cybersecurity, GIS services and location services.

- Our Cybersecurity Services include managed security solutions and advisory services to surface risks, identify imminent threats and quickly respond to cybersecurity attacks.

- Use of our VESTA® Emergency Notification solutions spans over 20 countries and over 20 industries.

- Nearly 150 of our call handling systems are in service at Federal installations worldwide, and our Emergency Notification solutions are widely used by Federal Civil agencies, including the Department of Defense and other Federal agencies in 12 countries.

For more information, please visit us on the web at: www.motorolasolutions.com/ng911

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