



DIMETRA EXPRESS SERVICE PACKAGES - EMEA & LACR

**SUPPORTING YOU TO MINIMISE
DISRUPTION AND IMPROVE CONTINUITY**



DIMETRA Express is designed and built for long-lasting performance. It is not always possible to prevent every system incident that may arise.

Over time components can fail - this could lead to outages. However, proactive maintenance can reduce the number of failures, and swift and effective response can minimise the impact if and when something does go wrong.

TO MAINTAIN YOUR DIMETRA EXPRESS SYSTEM SO THAT IT CONTINUES TO OPERATE AT OPTIMAL LEVELS, MOTOROLA SOLUTIONS HAVE DEVELOPED THE FOLLOWING LIFECYCLE SUPPORT SERVICE PACKAGES



MANAGING YOUR INFRASTRUCTURE

THE CORE OFFERS

Choose from three options:

DIMETRA Express Warranty



Essential Service Package



Advanced Service Package





DIMETRA EXPRESS WARRANTY

DIMETRA Express is designed and built for long-lasting performance and includes as standard a three year warranty that provides software updates to the latest release, security updates for added protection, technical support if issues arise and hardware repair (one year hardware repair and three years of software and technical support). The warranty provides:

8x5 Technical Support with Remote Access:

Our system experts can provide assistance or when necessary, remotely access your network to help your authorised reseller identify and fix system performance issues or failures.

Self-Installed Software Updates:

Whether to access new features, improve functionality or apply bug fixes, your system can always have the latest software.

On-site Technical Support (optional):

Motorola Solutions On-site Technical Support provides the ability to schedule two or three continuous days of on-site technical assistance (excluding travel) from a Motorola Solutions System Technical Engineer (STE).

This Motorola Solutions STE will be available to assist on implementation and post-implementation services.

Self-Installed Security Update Services (SUS):

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 on supported software releases. Once validated, you can download and install at your convenience.

One Year Hardware Repair:

The DIMETRA Express Warranty provides cover to repair any manufacturing defects in a failed DIMETRA Express system. Repairs are

carried out to the highest quality standards by trained technicians at our central repair facility (with a 20 day repair centre turnaround time)¹.

Extended Hardware Repair (optional):

Optional additional Hardware Repair to align with the three years warranty of software and technical support.

Hardware Repair with Advanced Replacement (optional):

This is an addition to Hardware Repair where a replacement unit can be issued when a faulty unit is reported, rather than having to wait for a repair of the original device.



ESSENTIAL SERVICE PACKAGE

The Essential Service Package is available for DIMETRA Express and includes all the benefits of the DIMETRA Express Warranty plus the following:

24 x 7 x 365 Critical Technical Support with Remote Access:

Our system experts can provide assistance or when necessary remotely access your network for Priority 1 issues to help your authorised reseller identify and fix system performance issues or failures.

Extended Hardware Repair (optional):

Systems with Essential cover are fast-tracked through our repair centre (with a 10 day repair centre turnaround time)¹.



ADVANCED SERVICE PACKAGE

The Advanced Service Package is available for DIMETRA Express and includes all the benefits of the Essential package, with the addition of:

Network Updates (Server only):

If future software enhancements outgrow the capability of your supported server, the Advanced Services package will provide an upgraded server for your DIMETRA Express system to keep your system running.

Extended Hardware Repair (optional):

Systems with Advanced Services cover are given the highest priority at our repair centre so repairs are carried out in one business day from receipt of the defective unit¹.

Six Year Coverage:

Advanced Service Package for DIMETRA Express is available to provide six years of cover.

¹ The number of days stated indicates the duration of time at the repair centre and excludes shipping time.



DIMETRA EXPRESS INFRASTRUCTURE SERVICES

AT-A-GLANCE

SERVICES	WARRANTY	ESSENTIAL	ADVANCED
Network Updates (Server only)			Included
Priority 1 Technical Support and Remote Access	8 x 5 (business days ² only)	24 x 7 x 365	24 x 7 x 365
8 x 5 Technical Support and Remote Access	Included	Included	Included
Security Update Service	Included	Included	Included
Software Updates	Included	Included	Included
1 Year Hardware Repair ³	Included	Included	Included
Extended Hardware Repair (Repair Centre turnaround time ⁴)	Optional: (20 days)	Optional: (10 days)	Optional: (next business day)
Hardware Repair with Advanced Replacement	Optional	Optional	Optional
2 or 3 day On-Site Technical Support	Optional	Optional	Optional
Duration	3 years	3 years	6 years

² Monday to Friday excluding public holidays.

³ With 1 Year Hardware Repair - as part of warranty, the repair centre will repair and ship within 20 days. Purchasing the Essential Service Package with the Hardware Repair option reduces repair centre turnaround time to 10 days. Purchasing the Advanced Service Package with the Hardware Repair option reduces repair centre turnaround time to the next business day.

⁴ The number of days stated indicates the duration of time at the repair centre and excludes shipping time.

For more information about our DIMETRA Express service packages, contact your local representative or visit motorolasolutions.com/dimetraexpress

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Availability is subject to individual country law and regulations. All specifications shown are typical unless otherwise stated and are subject to change without notice.

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