



# **ESSENTIAL SERVICES FOR MOTOTRBO™ SYSTEMS**

## SUPPORT WHEN YOU NEED IT

When the unpredictable happens to your network, Essential Services provide you with access to technical support teams and resources for troubleshooting and maintenance. Two levels of support provide flexibility to match your requirements.

### **ESSENTIAL**

#### **SUPPORT FOR YOUR TECHNICIANS WHEN NEEDED**

Get the help you need with one call. Our system technologists are available 8 x 5, Monday - Friday, and 24x7x365 for severity 1 cases, to help troubleshoot and resolve network issues. Also included is two days of Motorola Solutions System Technologist support—available for the duration of your contract—to use for post implementation needs.

#### **ENHANCE OPERATIONS WITH UPDATED SOFTWARE**

Regular software updates protect your network and enhance operations to extend the lifespan of your MOTOTRBO system. Invest in planned updates to minimize unforeseen costs and service disruptions.

Software updates apply to all Motorola Solutions components within your network. All software releases are pre-tested and certified to ensure full functionality and compatibility with your network to mitigate any impact to performance. Once the software is validated, you can download and install when you are ready.

### **ESSENTIAL PLUS**

#### **MINIMIZE SERVICE DISRUPTION**

In addition to Essential Services, Essential Plus provides a higher level of support to help minimize unexpected downtime.

Our network hardware repair covers all Motorola Solutions manufactured infrastructure equipment. Factory trained and certified technicians troubleshoot, analyze, test and repair your equipment at our centralized facility. You will experience expert, high-quality and reliable support for rapid turnaround. Timely and accurate diagnosis and repair assures that all equipment you send to us is returned to factory specifications.



## MYVIEW PORTAL

### VISIBILITY TO CRITICAL SYSTEM AND SERVICES INFORMATION

Essential Services include access to MyView Portal for network and service delivery information to help make smarter, faster and more proactive decisions to keep your network running smoothly and effectively.

#### KEY FEATURES:

- Service Delivery Information
- Historical Reports
- Asset Information



### UNMATCHED SERVICE DELIVERY SOLUTIONS SUPPORT CENTER

Our goal is to help you maintain continuous network uptime and availability. With one call to our Solutions Support Center, you have access to our experienced technologists to help answer your questions and troubleshoot issues. These dedicated professionals have access to documented and repeatable solutions and labs to recreate your conditions for more effective troubleshooting. Rely on one point of contact for all of your service and repair needs.

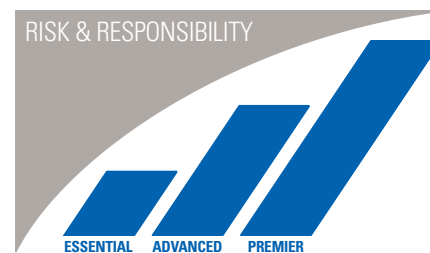
### STATE-OF-THE-ART REPAIR DEPOT

Motorola Solutions repair depot enables you to realize economies of scale that only a centralized service depot can provide. Our ISO 9001 and TL 9000-certified procedures ensure your equipment is quickly returned to the highest quality standards. We replicate your network in our test labs in order to reproduce and analyze the issue. Trained and certified technicians utilize sophisticated, automated test equipment to analyze, isolate and repair your equipment.

### AT-A-GLANCE

SERVICES	ESSENTIAL	ESSENTIAL PLUS
Network Hardware Repair		
Software Updates		
2 Days of Motorola Solutions System Technologist Support		
Severity 1 Technical Support 24x7x365		
Technical Support 8x5		

### ENSURE CONTINUITY. ENHANCE PRODUCTIVITY. REDUCE RISK.



Rely on us to help you achieve your performance targets with the right service level you need for systems, devices and applications. Each package provides a higher level of support, transferring the risk and responsibility to Motorola Solutions.

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



The service packages cover MOTOTRBO infrastructure and does not include MOTOTRBO devices.

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