



# MANAGED AND SUPPORT SERVICES FOR MOTOTRBO ION

IMPROVED DEVICE PERFORMANCE AND RELIABILITY

## YOUR NEEDS

**In an increasingly uncertain world, keeping your operations efficient, secure and cost-effective are major challenges. For everyday routines or in the event of a crisis, you need a reliable handheld device that brings together the right technology and services solution to overcome complexity, accelerate performance and manage costs – so that your people can focus on the day-to-day operations, not the technology.**

Staying current and managing the ever-increasing smart radio complexities are putting relentless pressure on in-house smart radio management teams. As technology evolves, hardware repair and technical support capabilities are some of the critical service capabilities that are needed for your business-critical communication systems to work optimally. Maintaining and managing smart radios is vital to keep your smart radio fleet up to date and secure.

Having a well-defined approach to tracking, managing and updating all the connected smart radios, together with applying the latest functionality and security features can help optimise fleet performance.



**MAINTAINING AND MANAGING SMART RADIOS IS VITAL TO KEEP YOUR SMART RADIO FLEET UP-TO-DATE AND SECURE.**



## THE SOLUTION: SERVICE CAPABILITIES

You can rely on us to help you maximise the value of your smart radio investments with the right level of services designed specifically for your needs. We bring a range of service capabilities that you can choose through our various devices service packages.

### KEY SERVICE FEATURES

#### TECHNICAL SUPPORT

Our experienced technologists are available to help isolate and resolve any issues you may have with your smart radios. With an extensive knowledge base, trained and certified technical engineers and leading standards for escalation procedures, this team can troubleshoot and provide prompt resolution to your technical device issues. Motorola Solutions understands the importance of maintaining the smart radio fleet to its optimal performance. That's why we apply leading industry standards to record, monitor, escalate and report technical service calls from our customers.

#### SOFTWARE UPDATES

Ensure continuous security, performance and enhanced functionality of your MOTOTRBO™ Ion business-critical handheld devices by getting access to certified and tested release software updates and upgrades. Regular software release updates protect and enhance operations to extend the lifespan of your handheld device. Planned updates can help minimise unforeseen costs and service disruptions and can expand the capabilities of the MOTOTRBO Ion devices for increased productivity, reliability and safety.

#### HARDWARE REPAIR

With state-of-the-art diagnostic equipment, repair tools and replacement parts, your smart radio fleet components are protected in the event of an unexpected failure and are back in operation as soon as possible. When serviced, all device components 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, ensuring the highest quality repairs.

#### RADIOCENTRAL WITH BATCH PROGRAMMING

RadioCentral allows you to manage and program multiple smart radios at a time. Cloud hosting enables smart radio codeplugs to be stored in a centralised database server allowing for remote configuration of data and remote programming of smart radios. A centralised database allows efficient organisation of codeplugs and makes it a one-stop shop for edits or changes to specific devices. A single codeplug can be used as a template, which can then be shared across multiple smart radios. Template edits may then be easily applied to all affected smart radios. Changes to a template or to an individual radio's parameters can be scheduled as a programming job. With batch programming, jobs may be scheduled through an Over-The-Air-Programming (OTAP) connection, or USB or via Wi-Fi connection.

#### ACCIDENTAL DAMAGE

While our smart radios are built for superior performance, accidents happen. If required, we offer extended accidental damage coverage and support that includes repair and restoration of the device back to original factory specifications and a quick turnaround of the device back to you.

#### MYVIEW PORTAL

MyView is a web-based platform that gives you a transparent, single source view of fleet status and service delivery information to help make smarter, faster and more proactive decisions. With MyView portal you can view your smart radio data, service case history, firmware and software status information to ensure smooth running of your smart radios.



# CHOOSE THE RIGHT LEVEL OF MANAGED AND SUPPORT SERVICES

With Essential services, we offer the tools and the expert support needed to efficiently manage your smart radio fleet. With Advanced services, batch programming enables you to manage and program your smart radio fleet efficiently, saving you precious time for efficient smart radio fleet management. With device services, you transfer your MOTOTRBO device operations, including full service programming, to our managed services professionals, allowing your team to focus on its primary responsibilities.

## MOTOTRBO ION

STANDARD SERVICES

OPTIONAL SERVICES

ACCIDENTAL DAMAGE		
RADIOCENTRAL (BATCH CONFIGURATION AND PROGRAMMING)		1 <sup>st</sup> year free batch programming service
HARDWARE REPAIR Includes one-way shipment		
RADIOCENTRAL (SINGLE RADIO PROGRAMMING)		
PREMIUM FEATURES		
REMOTE TECHNICAL SUPPORT Available during business hours 8am - 5pm, GMT +8 Monday to Friday		
SOFTWARE UPDATES		
MYVIEW PORTAL		

5Y ESSENTIAL

5Y ADVANCED

- Please contact a Motorola Solutions Representative for additional service package details.

## PREMIUM SOFTWARE FEATURES



SYSTEMS	SAFETY & SECURITY	CONNECTIVITY	AUDIO	EFFICIENCY & PRODUCTIVITY
Digital Voting	Enhanced Privacy	Bluetooth Audio	SINC + Noise Cancellation	Enhanced GPS
Dynamic Mixed Mode	Transmit Interrupt	Bluetooth Data	Rx Audio Leveling	
IP Repeater Programming	Man Down	WiFi Enablement		
Digital Upgrade	Transmit Inhibit			
Subscriber License	Indoor Location			
<b>Boosting system coverage</b>	<b>Enhancing protection and safety</b>	<b>Enabling communication to MOTOTRBO systems</b>	<b>Improving audio performance</b>	<b>Raising operational visibility and control</b>



## 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.

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

