ESSENTIAL SERVICES FOR BROADBAND SYSTEMS
SUPPORT WHEN YOU NEED IT

When the unpredictable happens, Essential Services provide you with access to technical support and resources for troubleshooting and maintenance, plus software updates and upgrades to keep your broadband system current.

SUPPORT FOR YOUR TECHNICIANS WHEN NEEDED

Get the help you need, anytime, with 24x7x365 access to experienced system technologists to help troubleshoot and resolve your broadband system issues. Our experts have access to documented and repeatable solutions and test environments to help evaluate and recreate your conditions for more effective troubleshooting and faster resolution.

MINIMISE SERVICE DISRUPTION

Experience expert, high-quality, reliable support for rapid turnaround of your hardware repairs. Certified technicians troubleshoot, analyze, test and repair Motorola Solutions-manufactured and specified third-party broadband infrastructure equipment on site or at authorised repair facilities. Timely and accurate diagnosis and repair assures your equipment is returned to standard operating condition.

EFFICIENTLY MANAGE EVOLVING SOFTWARE NEEDS

In the complex world of broadband communications, ensuring your software is up to date is integral to your network's performance. Motorola Solutions invests in the development and integration of broadband software to fix identified programming errors, enhance features and address the evolving technical demands of your broadband network.

As an Essential Services customer, security and software updates are available to safeguard your broadband system from vulnerabilities and improve network performance.

You will also receive our latest integrated system software release. Upgrading your Motorola Solutions broadband network with the latest features, functionalities and enhancements enables your team to consistently operate at target performance levels.

MOTOROLA SOLUTIONS

UNMATCHED SERVICE DELIVERY

SOLUTIONS SUPPORT CENTER

Our goal is to help you maintain continuous system 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 to quickly resolve your network issue. 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 realise economies of scale that only a centralised service depot can provide. Our ISO 9001 and TL 9000-certified procedures ensure your equipment is quickly returned to the highest quality standards. When applicable, we leverage OEM repair facilities to engage the expert training and understanding of our select manufacturing partners. Trained and certified technicians utilise sophisticated, automated test equipment to analyse, isolate and repair your equipment.

AT-A-GLANCE

SERVICES	ESSENTIAL
Software Upgrades	
Software Updates	
Network Hardware Repair	
24x7x365 Techincal Support	

ENSURE CONTINUITY. ENHANCE PRODUCTIVITY. REDUCE RISK.

RISK & RESPONSIBILITY

ESSENTIAL   ADVANCED   PREMIER

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/en_xp/services.html

MOTOROLA SOLUTIONS