



# **ADVANCED SERVICES FOR MOTOTRBO™ CAPACITY MAX SYSTEMS**

IMPROVE RESPONSE AND CONTINUITY

Advanced Services help you monitor and update your network to improve response and continuity. Our qualified technicians analyze and diagnose your network, providing fast response to system issues.

## **PROTECT SYSTEM INVESTMENT**

Extend the lifespan of your MOTOTRBO Capacity Max system with software installation, servers, switch and router replacement. Get the necessary network upgrades, implementation and change management services required to maintain your network at the highest level of support.

Motorola Solutions heavily invests in research and development to continually improve system capability, security and industry standards. Upgrading your network ensures you attain the most value from your system investment with the latest features enhancements while reducing total cost of ownership.

## **MONITOR SYSTEM PERFORMANCE**

Ensuring network availability is critical and requires around-the-clock vigilance provided by an experienced support staff certified on the latest technologies and backed by industry-standard tools and proven processes. A well-monitored network is crucial to the performance of your business and in sustaining operational productivity and efficiency.

With network event monitoring, Motorola Solutions connects securely and seamlessly to your infrastructure. Our dedicated, highly-trained

staff can proactively detect faults in your system 24 hours a day, 7 days a week. When an actionable event is detected, our technologists will quickly identify the problem, classify the situation and then dispatch a field technician to the affected site to resolve the issue.

## **MINIMIZE SERVICE DISRUPTIONS**

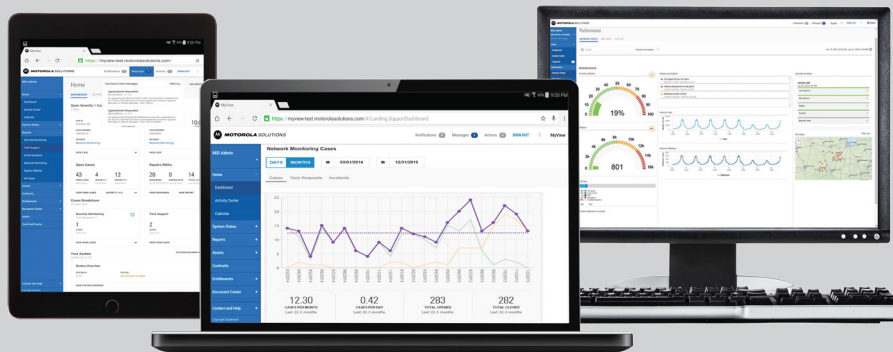
Network hardware repair service covers all Motorola Solutions infrastructure manufactured equipment. Factory trained and certified technicians troubleshoot, analyze, test and repair your equipment at our centralized facility. You will experience expert, high-quality, reliable support for rapid turnaround.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

## **ACCESS TECHNICAL SUPPORT**

Get the help you need, with one call to our system technologists for priority access 8 x 5, Monday - Friday local time and 24x7x365 for all severity 1 cases. Also included is three days of Motorola Solutions System Technologist support—available for the duration of your contract—to use for post implementation needs.



## MYVIEW PORTAL



### VISIBILITY TO CRITICAL SYSTEM AND SERVICES INFORMATION

Advanced Services include access to MyView Portal for system 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
- Network Event Monitoring Cases

## 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 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                                                 | ADVANCED |
|----------------------------------------------------------|----------|
| Software and Hardware Upgrades                           |          |
| Network Event Monitoring 24x7x365                        |          |
| Network Hardware Repair                                  |          |
| 3 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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