



MOTOROLA SOLUTIONS MANUFACTURES & SHIPS RADIO ORDER IN ONE DAY

As Hurricane Harvey threatened Texas, residents from the coastal areas to as far as Houston fled, seeking shelter in Dallas. The City of Dallas responded by opening its largest convention center for 5,000 evacuees.

In preparation, the city contacted Motorola Solutions' Dallas senior account manager Tammie Massier at 8:13 a.m. The City of Dallas needed 200 APX 8000 portable radios for the surge of first responders expected to coordinate the setup and operations of the massive evacuation center.

Tammie wasted no time. By 9:30 a.m., she sent the order to the factory. Thanks to Motorola Solution's Emergency Response process, it was manufactured that same day and shipped overnight. Tammie was at the customer's dock awaiting the arrival of the radios at 2:30 p.m.

When Joseph Helou, IT Manager with City of Dallas, discovered Motorola's expediency, he was quite impressed. Helou remarked, **"You mean to tell me that these radios are brand new, just manufactured yesterday, shipped, and sitting here? I thought maybe they were rentals sitting on a shelf somewhere. But they are new, made just for us. That blows my mind! Who do I thank?"**

From expedited management approvals and efficient order processing to building, shipping and tracking orders, Motorola Solutions' team proved once again that it performs well under intense pressure.

To learn more about how to prepare for a disaster, visit:
motorolasolutions.com/disasterpreparedness