



# ADVANCED SERVICES FOR ASTRO<sup>®</sup> 25 SYSTEMS

## IMPROVE RESPONSE AND CONTINUITY



From routine maintenance to network monitoring and security patching, our Advanced Services ensure system availability.

Whether it's routine day-to-day operations or an unforeseen event, you need a partner that brings together the right technology solution and the right service operations to overcome complexity, accelerate performance and manage costs – so that your people can focus on the mission, not the technology.

### OVERCOMING COMPLEXITY

Today's mission-critical systems are a set of complex, sophisticated IT-interdependent technologies. The need of the hour is to simplify management and gain visibility into a heterogeneous system, while improving operational efficiency. Ensuring that systems are constantly updated with minimal business disruption is key to remain future-proof.

### ACCELERATING PERFORMANCE

You're in the business of saving lives, and downtime is not an option. "Always-on, always-secure system" is an imperative but becomes increasingly difficult when faced with issues like cyber attacks, manual configuration problems and outdated software. With highly responsive, resilient, always available and secure systems you can ensure optimal business operations.

### MANAGING COSTS

Effective management of systems comes at a cost. Increasing cost pressure, technology investments and continuous investment in personnel training to keep IT skills abreast of the latest technologies continues to put relentless strain on existing resources. What if you could reduce the total cost of ownership – or even better – pay for what you use? Partnering with the right service provider can help reduce the total cost of ownership.







## ADVANCED SERVICES CAPABILITIES

### REMOTE TECHNICAL SUPPORT

At our Centralized Operations Centers, our experienced technologists are available 24/7 to answer your questions. 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 and non-technical issues.

### ON-SITE TECHNICAL SUPPORT

When you have a system issue that cannot be resolved remotely, we dispatch local, trained technicians to restore communications. With over 500 Motorola Solutions authorized service locations, our support process follows industry-leading procedures for case and escalation management to ensure rapid issue resolution.

### HARDWARE REPAIR

With state-of-the-art diagnostic equipment, repair tools and replacement parts, your infrastructure components are protected in the event of an unexpected failure and are back in operation as soon as possible. When serviced, all system components are returned to you with original factory specifications and updated with the latest firmware. Plus, our service centers are certified to comply with ISO9001, ensuring the highest quality repairs.

### REMOTE SECURITY PATCH INSTALLATION

Security updates are remotely applied by us to help maintain your network's operational integrity and minimize cybersecurity risk. Our

certified security experts perform patch validation in our dedicated system test lab running the same software as your network to ensure no service disruption.

### ANNUAL PREVENTIVE MAINTENANCE

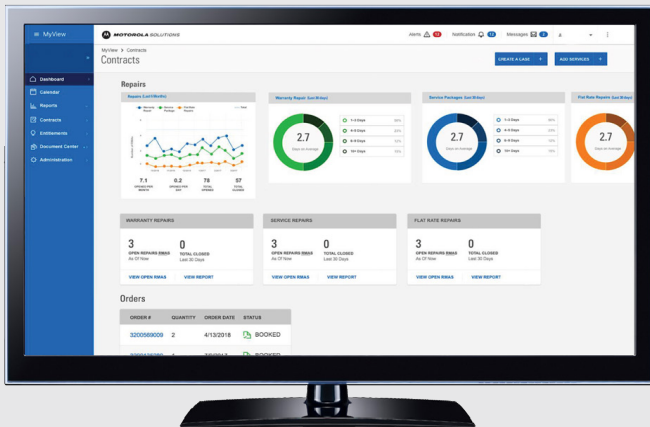
Infrastructure preventive maintenance includes alignment and testing of key network components, regularly scheduled maintenance of network equipment along with software and firmware updates to ensure that the system is up-to-date.

### CONFIGURATION MANAGEMENT

We aggregate, manage and provide visibility to your entire system's hardware and software status and information. You can access this information – including site, notification and dispatch configuration details – through our Service Configuration Portal (SCP) Lite tool.

### NETWORK UPDATES

We bring a comprehensive approach to system technology refresh, including hardware, software and implementation services. As new system releases become available, we work with you to update software or hardware or both pertaining to base stations, site controllers, comparators, routers, LAN switches, servers, dispatch consoles, logging equipment, network management terminals, network security devices such as firewalls and intrusion detection sensors, and more – on-site or remotely.



## MYVIEW PORTAL

### FOR 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.

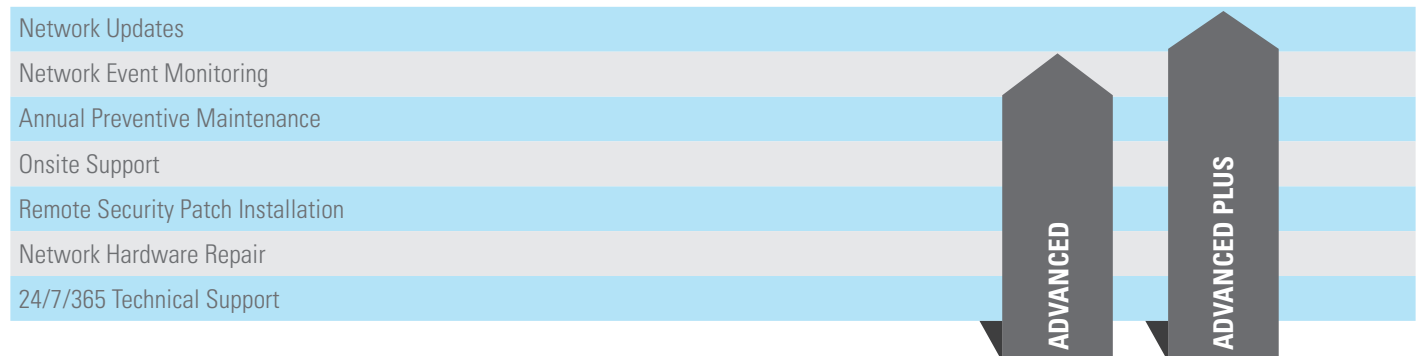
#### KEY FEATURES

- Service Delivery Information
- Historical Reports
- Asset Information
- Security Update Status
- Network Update Status

## GET VISIBILITY INTO YOUR SYSTEM

Our management portal provides technical support details on your open cases and repairs, available software updates and recent orders. You can view service configuration details, proactive notifications on upcoming events and secure messages between you and your Motorola Solutions contact.

## SERVICES AT-A-GLANCE



## 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 centralized service delivery and governance, and state-of-the-art tools allow us to provide superior Infrastructure Services that address your needs today and in the future.

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



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. [motorolasolutions.com](http://motorolasolutions.com)

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