



A NEW EMERGENCY SERVICES NETWORK

Faster responses, safer resolutions. The new Emergency Services Network (ESN) will transform public safety in the UK when it launches in 2017.

With integrated 4G voice and broadband data services, over two-hundred thousand users across police, fire and emergency medical services will benefit from mission critical data that is both reliable and secure. Improved situational awareness will allow users to make more efficient decisions and communicate under the most challenging conditions. It's the public safety network the UK has been waiting for. Getting the network right from day one is critical - lives depend upon it. That's why Motorola Solutions has been chosen as a trusted ESN partner.

WITH USER SERVICES MANAGED BY THE PUBLIC SAFETY COMMUNICATIONS LEADER

As a world leader in public safety communications, Motorola has the expertise required to deliver the mission critical managed services users will rely on during the expected and the unexpected. It's a brand the emergency services can trust, with a reputation for seeing problems and solving them. Motorola is an experienced and loyal advisor to usher in a new era of public safety communications in the UK.



MORE THAN JUST A NETWORK

Managing the User Services of a nationwide mission critical LTE network is challenging. That's why we will have a business unit dedicated to the management and operation of ESN.

Motorola ESN Services will enable the evolution to the future of public safety communications to take place smoothly - putting our customers and their challenges as our first priority. The result will be police, fire and emergency medical services having access to real-time information, even in the most challenging situations. Motorola is ready to serve the UK public by enabling the emergency services to do what they do best, today and tomorrow.

SERVICE OPERATIONS

Motorola's ESN Service Desk will be staffed 24/7 by highly-trained personnel who intimately understand the roles and needs of users and the services they require to focus on the core mission of Public Safety. You can be assured that availability and quality of service is being governed by experienced personnel, industry leading tools and best practice processes and policies.

SERVICE TRANSITION

Assisting with the orderly migration of users to ESN, this team will be the gate-keeper of change. They will assure your mission critical environment is protected at all times through best practice, industry-leading policies and processes.



SERVICE DESIGN AND GOVERNANCE

Utilising Motorola's Service Design Governance process, users can be assured that the functionality of our applications, services and systems will meet their needs. Our Continual Service Improvement methodology embeds Motorola's value of innovation to continually seek opportunities to drive improvements for users



To learn more about Motorola ESN Services visit motorolasolutions.com/ESN.

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