



PREMIER SERVICES FOR ASTRO® 25 AND DIMETRA™ SYSTEMS

MAXIMIZE PERFORMANCE AND EXPEDITE CHANGE

With relentlessly growing technology requirements, evolving cyber threats and end-user demands, your system management responsibilities go far beyond hardware and software updates. With Premier Services, you will not have to shoulder these responsibilities on your own. Transfer your system operations to our experienced, managed services team, which focuses on ensuring availability, maximizing performance and expediting all system requirements and technology changes. We will partner with you to create an operation and management plan that addresses your system performance goals and considers your current support resources.

YOUR TEAM. OUR EXPERTISE.

Your team plays an integral role in your system management operations. Premier Services gives you the option to retain your existing field service delivery resources. Your team will be responsible for preventive maintenance and onsite support activities while we manage the day-to-day operations of your system and partner with your team to resolve all network incidents. You receive the unmatched benefits of our managed services delivery, tools and expertise.

We ensure your performance goals are met and relieve you of the financial and operational risks of managing your communication system. Our managed services team is fully accountable for your system's operations and assures positive outcomes 24x7x365. Technology changes are expedited seamlessly and adapted to your operational needs. With industry-leading tools and defined service-level agreements (SLAs), you will experience faster resolution of network issues, minimal interruptions and outages and exceptional customer service.

The service package includes:

- Service delivery with a dedicated manager
- Planned system updates
- Network monitoring
- Priority network hardware repairs
- 24x7x365 technical support
- Onsite support
- Enhanced preventive maintenance
- Performance management
- Change management
- Problem management
- Infrastructure configuration management
- Fleetmap consulting
- Remote securing patching*
- Security monitoring*
- Cybersecurity risk assessment

Take full advantage of our expertise with several optional services to improve your efficiencies and end-user communications: fleetmap creation and fleetmap management.

*Service is only available for ASTRO 25.

100%
SUCCESS RATE
FOR ALL CHANGE
MANAGEMENT
EFFORTS IN THE
LAST YEAR

IMPROVING SYSTEM MANAGEMENT OPERATIONS

Our customers partner with us to improve the availability of their networks and ensure that their systems are optimized. Below is a use case of how we work with customers and their teams to improve operational efficiencies and maximize performance:

CHALLENGE

A large regional public safety agency had ongoing challenges identifying critical network events. They wanted to ensure network events were identified and resolved quickly and efficiently without impacting end-users and system components were up to date. However, their in-house team had limited knowledge about the IP-centric components of the system.

SOLUTION

The agency chose Motorola Solutions' Premier Services Package to take care of the end-to-end event management of its IP-centric LMR network and ensure its users had access to the latest system features and capabilities.

RESULTS

- Use of Motorola Solutions' Network Operations Center (NOC) team to pinpoint network incidents and resolve them remotely whenever possible and for extra support and expertise as needed, gaining access to domain knowledge for support on issues relating to product bug fixes, failures and advanced features.
- Improved operating efficiencies of in-house resources and the flexibility and control to use either the in-house team or ours for onsite issues. The in-house team can lean on our managed services experts.
- One single point of contact to address agency's network issues.
- Access to MyView Portal to monitor and review network alarms and resolutions, as well as how the system is performing and being serviced.
- Application of end-to-end security measures, such as patching, monitoring and period risk assessments, to safeguard the system against cyber threats.

MANAGED SERVICES BENEFITS

Rapid execution of network requirements

Expedition of all changes that impact your system performance so your team doesn't miss a beat.

Access the latest technology

Your end users benefit from the latest features and functionality without you shouldering the complexity of supporting and maintaining your network or investing in the required tools and resources.

Reduce risk

Measurable SLAs ensure that your performance expectations are met.

Predictable operating cost

A cost-effective solution that includes hardware, software and maintenance avoiding the need for unplanned capital expenditure.

Focus on your mission

Our team maintains and supports your LMR system while you focus on running your organization and deploy key resources in more productive and cost-effective ways.

For more information about Premier Services for ASTRO 25 AND DIMETRA systems, contact your local representative or visit motorolasolutions.com/services.

