ADVANCED SERVICES

IMPROVE RESPONSE AND CONTINUITY

FOR ASTRO® 25 AND DIMETRA™ SYSTEMS
APAC REGION

MOTOROLA *SOLUTIONS*

With Advanced Services, you get fast response to network issues by our qualified technicians who analyze and diagnose your network, as well as deliver routine maintenance. Two levels of support allow for flexibility to match your requirements:

ADVANCED
EFFICIENTLY UPDATE YOUR TECHNOLOGY

Extend the lifespan of your network with planned upgrades. Get the necessary network upgrades, implementation and change management services required to maintain your network at the highest level of support.

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

ADVANCED SERVICE SUPPORT

- 24x7x365 access to our system technologists to help troubleshoot and resolve critical network issues.

- Network hardware support for all Motorola-manufactured equipment and select third-party vendors. Factory-trained and certified technicians troubleshoot, analyze, test and repair your equipment at our facilities. You will experience expert, high-quality, reliable support for rapid turn-around. Timely and accurate diagnosis and repair assures that all equipment you send to us is returned to factory specifications and updated to the latest firmware.

- Preventive maintenance of your infrastructure to continually meet original manufacturer's specifications. Offered locally and remotely, they provide routine testing, alignments and recommendations to help improve system efficiency and minimize downtime.

ADVANCED PLUS
REMOTE INCIDENT MANAGEMENT

In addition to Advanced Services, Advanced Plus provides network event monitoring to provide around-the-clock vigilance by an experienced support staff certified on the latest technologies and backed by industry-standard tools and proven processes.

Motorola connects securely and seamlessly to your infrastructure, and our dedicated, highly-trained staff proactively detects, troubleshoots and rapidly resolves network issues. When an actionable event is detected, our technologists conduct remote diagnosis using our extensive knowledge database to identify the problem quickly and accurately, and to resolve it immediately. If remote resolution is not possible, a local field technician is dispatched to the affected site to resolve the issue; while the technologist maintains oversight until the network is restored and the case is closed.

MINIMIZE CYBERSECURITY RISK

Proactive security updates are remotely applied by Motorola to help maintain operational integrity of your network 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.
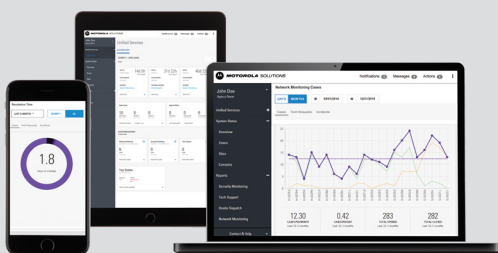
AT-A-GLANCE

SERVICES	ADVANCED	ADVANCED PLUS
Network Event Monitoring		✓
Remote Security Patch Installation		
Network Upgrades	✓	
Preventive Maintenance		
Onsite Support		
Network Hardware Repair		
24x7x365 Technical Support	✓	✓

MYVIEW PORTAL FOR VISIBILITY TO CRITICAL SYSTEM AND SERVICES INFORMATION

With Advanced Services, you gain 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 Upgrade Status

Availability of MyView is based on geographic location. To find out more please contact your local customer support manager.

UNMATCHED SERVICE DELIVERY

SOLUTIONS SUPPORT CENTER

Our goal is to help you maintain continuous system uptime and availability. Rely on one point of coordinated contact for all of your service and repair needs. The Solutions Support Center is the cornerstone of our customer care and service delivery staffed 24x7x365 by experienced system technologists. This includes our ISO 9001 and TL 9000-certified Network and Security Operations Centers (NOC/SOC) that leverage ITIL processes and common service platforms for event monitoring, management and issue resolution.

Motorola continuously invests in resources, as well as in sophisticated test lab, tools, applications, and proven repeatable methodologies that ensure your network maintains absolute availability. System issues are identified and corrective actions taken before you are even aware there is a problem.

STATE-OF-THE-ART REPAIR

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. Expected turnaround time may vary by country due to specific local customs procedures. Contact your Motorola representative for details.

DRIVE YOUR PERFORMANCE
WITH THE RIGHT LEVEL OF SERVICE

RISK & RESPONSIBILITY

ESSENTIAL   ADVANCED   PREMIER

ENSURE CONTINUITY • ENHANCE PRODUCTIVITY • REDUCE RISK

As a continuum of expert services, each package provides a higher level of support, transferring the risk and responsibility to Motorola.

To learn more, visit www.motorolasolutions.com/services

MOTOROLA SOLUTIONS