



MANAGED AND SUPPORT SERVICES FOR APX TWO-WAY RADIOS

For public safety agencies tasked with mission-critical communications, assuring peak radio performance is critical. Efficient and cost-effective management of an ever-evolving radio technology ecosystem is complex, requiring the right set of expertise and tool sets.

YOUR NEEDS

Maintaining and supporting a large inventory of two-way radios can be complex, expensive and time-consuming. Today radio managers need the right set of people expertise, processes and tools to manage increasing programming complexities, fleet performance issues, budget and IT skill constraints.

As technology evolves, hardware repair and technical support capabilities are some of the critical service capabilities that are needed for your mission-critical communication systems to work optimally. Maintaining and programming radios is vital to keep your radio fleet current and secure. Without streamlined processes and tools you can spend countless hours managing radio configuration files, making firmware updates and going through distributed radio fleet databases.

Having a well-defined approach to tracking, managing and updating all the connected radios, together with applying the latest functionality and security features can help optimize fleet performance.

INCREASING COMPLEXITY

59%

Of radio managers cite increased programming complexities as a major challenge.¹

PERFORMANCE ISSUES

70%

Of radio managers wait until something breaks to perform maintenance.²

CHALLENGED RESOURCES

55%

Of public-safety organizations cite maintaining in-house talent as a challenge for radio management.³



THE SOLUTION: SERVICE CAPABILITIES

You can rely on us to help you maximize the value of your radio investments with the right level of services designed specifically for your needs. We bring a range of service capabilities that you can choose through our Essential, Advanced and Premier service packages.

KEY SERVICE FEATURES

TECHNICAL SUPPORT

Our experienced technologists are available to help isolate and resolve any issues you may have with your radios. 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 device issues. Motorola Solutions understands the importance of maintaining the radio fleet to its optimal performance. That's why we apply leading industry standards to record, monitor, escalate and report technical service calls from our customers.

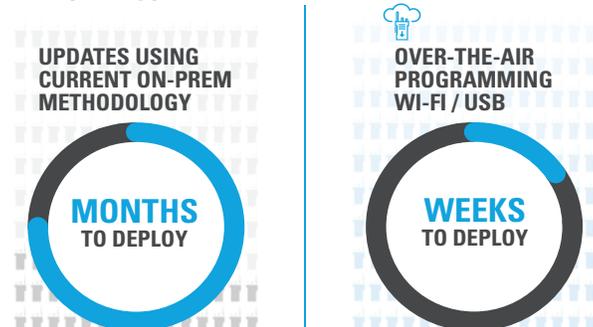
HARDWARE REPAIR

With state-of-the-art diagnostic equipment, repair tools and replacement parts, your radio fleet components are protected in the event of an unexpected failure and are back in operation as soon as possible. When serviced, all device components are returned to you with original factory specifications and updated with the latest firmware. Plus, our service centers are certified to comply with ISO 9001, ensuring the highest quality repairs.

BATCH PROGRAMMING WITH DATABASE HOSTING

Radio management allows you to manage and program multiple radios at a time. Database hosting enables radio codeplugs to be stored in a central database server allowing for remote configuration of data and remote programming of radios. Centralized database allows efficient organization of codeplugs and makes it a one-stop shop for edits or changes to specific devices. A single codeplug can be used as a template, which can then be shared across multiple radios. Template edits may then be easily applied to all affected radios. Changes to a template or to an individual radio's parameters can be scheduled as a programming job. With batch programming, programming jobs may be scheduled through an Over-The-Air-Programming (OTAP) connection, or USB or via Wi-Fi connection. Batch programming allows for simultaneous programming and software upgrading of up to 16 radios.

TIME SAVINGS



FULL SERVICE PROGRAMMING

With end-to-end device programming and provisioning services, we ensure all your two-way radio communication needs are met. These services include programming and provisioning, on-site set up and training, database hosting and access to a management portal that helps you maintain visibility into your devices. Device programming allows us to push specific information and features from the customer codeplug template to the radio itself. Provisioning is a way to add unique device identifiers to the devices, so the network is aware of the device and its feature set. This service is designed to reduce risks, optimize costs and provide end users a better experience with up-to-date and fully operational devices.

ACCIDENTAL DAMAGE

While our two-way radios are built for superior performance, accidents happen. If required, we offer extended accidental damage coverage and support that includes repair and restoration of the device back to original factory specifications and a quick turnaround of the device back to you.

PREVENTIVE MAINTENANCE

With preventive maintenance on your radio components we can help extend the life of your devices. From physical inspection and cleaning of radios to component alignment, we ensure that the device components remain in top condition with the latest firmware and updates. Our certified technicians conduct annual maintenance checks to help extend the useful life of your radios, reducing repair and replacement costs.

ON-SITE SETUP AND DEVICE MANAGEMENT TRAINING

With on-site setup and device management training, our technical teams can help your organization set-up provisioning and programming processes to make you more effective in managing your fleet of devices. We will train your staff on the radio management and radio commissioning in the management database, enabling your team to configure radio channels, set up talkgroups, provide site access and establish user IDs.

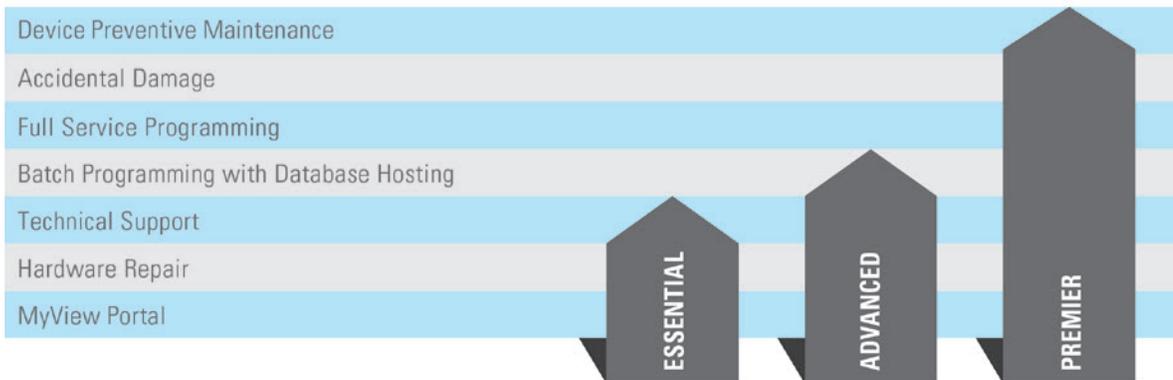
MYVIEW PORTAL

MyView is a web-based platform that gives you a transparent, single source view of fleet status and service delivery information to help make smarter, faster and more proactive decisions. With MyView portal you can view your radio data, service case history, firmware and software status information to ensure smooth running of your radios.

CHOOSE THE RIGHT LEVEL OF MANAGED AND SUPPORT SERVICES

With Essential services, we offer the tools and the expert support needed to efficiently manage your radio fleet. With Advanced services, batch programming enables you to manage and program your radio fleet efficiently, saving you precious time for efficient radio fleet management. With Premier services, you transfer your APX two-way radio operations, including full service programming, to our managed services professionals, allowing your team to focus on its primary responsibilities.

SERVICES AT - A - GLANCE



Note:

- Device management training and on-site setup can be offered as add-on services with Advanced package.
- Accidental damage can be offered as an add-on service with Essential and Advanced packages.

WE DELIVER ON RESULTS THAT MATTER



Reduced Management Complexity

Drive efficiency of maintaining your device fleet while addressing technology evolution, time and cost savings.



Optimized Fleet Performance

Superior first responder experience with ongoing software and security updates for fully operational radios.



Optimized Costs

Subscription service that helps with a more predictable opex model, help save staff hours for cost optimization.

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 Device Services that address your needs today and in the future.



For more information, please visit
www.motorolasolutions.com/apx

Resources

1, 2, 3 <https://www.motorolasolutions.com/content/static/flipbook/mobile/index.html#p=1>



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