

THE GLOBAL STATE OF LMR SYSTEM MANAGEMENT

Addressing the New Demands of a Software-Centric Environment

INSIGHTS FROM THE 2018 MOTOROLA SOLUTIONS LMR SYSTEM MANAGEMENT BENCHMARK SURVEY



RESPONSES BY REGION

Americas **74%** EMEA **13%** APAC **13%**



RESPONSES BY INDUSTRY

Public Safety **41%**
 Other Government **33%**
 Enterprises **26%**

RESPONSES BY SYSTEM TYPE

Analog Only **26%** Digital Only **45%** Hybrid **29%**

INSIGHT 1

LMR system managers still give **more support to traditional system management measures** than they do to software-centric tasks.



INSIGHT 2

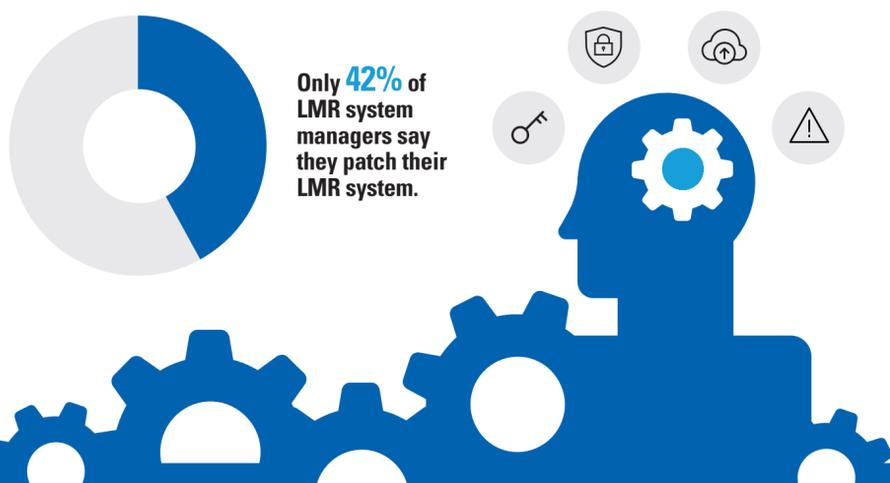
Those who monitor their LMR systems around the clock experience nearly **50% fewer network outages**.



INSIGHT 3

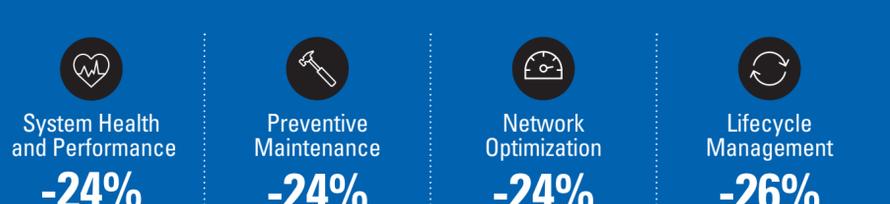
LMR system managers are confident that their LMR systems are being safeguarded against security threats. But should they be?

Given the security measures system managers are applying, organizations simply are **not taking the necessary steps to secure their LMR systems** and associated technologies.



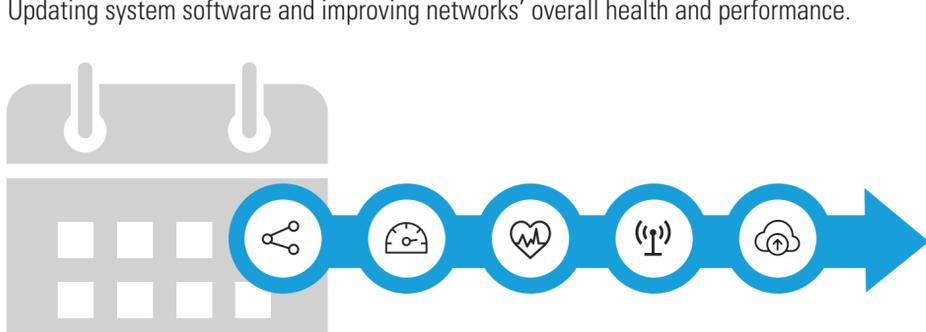
INSIGHT 4

There is a **“performance gap”** between the activities that improve system health and system managers’ reported level of satisfaction with them.



INSIGHT 5

In the next **12 months**, there is a clear intention to focus on improving the software-centric aspects of LMR systems. At the top of the to-do list? Updating system software and improving networks’ overall health and performance.



Visit motorolasolutions.com/lmrservicessurvey to view the complete 2018 Motorola Solutions LMR System Management Benchmark Survey Report.