



# PREMIER SERVICES FOR ASTRO® 25 SYSTEMS

MAXIMIZE PERFORMANCE AND EXPEDITE CHANGE



We take full accountability of day-to-day network and security operations, so that you can focus on your mission.

With Premier Services for ASTRO® 25 systems, you can transfer your system operations to our experienced, managed services team focused 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.

## OVERCOMING COMPLEXITY

Today's mission-critical systems are a set of complex, sophisticated IT-interdependent technologies. The need of the hour is to simplify management and gain visibility into a heterogeneous system, while improving operational efficiency. Ensuring that systems are constantly updated with minimal business disruption is key to remain future-proof.

## ACCELERATING PERFORMANCE

You're in the business of saving lives, and downtime is not an option. "Always-on, always-secure system" is an imperative but becomes increasingly difficult when faced with issues like cyber attacks, manual configuration problems and outdated software. With highly responsive, resilient, always available and secure systems you can ensure optimal business operations.

## MANAGING COSTS

Effective management of systems comes at a cost. Increasing cost pressure, technology investments and continuous investment in personnel training to keep IT skills abreast with the latest technologies continues to put relentless strain on existing resources. What if you could reduce the total cost of ownership – or even better – pay for what you use? Partnering with the right service provider can help reduce the total cost of ownership.



# PREMIER SERVICES CAPABILITIES

## **SERVICE DELIVERY MANAGEMENT ACCOUNTABILITY**

We deliver on uncompromised service delivery management to ensure network incidents are resolved within your established SLAs. All cases are addressed through a single point of contact who takes full ownership from the moment an incident is detected to its resolution.

## **REMOTE TECHNICAL SUPPORT**

At our Centralized Operations Centers, our experienced technologists are available 24/7 to answer your questions. 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 and non-technical issues.

## **ON-SITE TECHNICAL SUPPORT**

When you have a system issue that cannot be resolved remotely, we dispatch local, trained technicians to restore communications. With over 500 Motorola Solutions authorized service locations, our support process follows industry-leading procedures for case and escalation management to ensure rapid issue resolution.

## **PRIORITY HARDWARE REPAIR**

With state-of-the-art diagnostic equipment, repair tools and replacement parts, your infrastructure components are protected in the event of an unexpected failure and are back in operation as soon as possible. When serviced, all system components are returned to you with original factory specifications and updated with the latest firmware. Plus, our service centers are certified to comply with ISO9001, ensuring the highest quality repairs.

## **ENHANCED PREVENTIVE MAINTENANCE**

Infrastructure preventive maintenance includes alignment and testing of key network components, regularly scheduled maintenance of network equipment along with software and firmware updates to ensure that the system is up-to-date.

## **CONFIGURATION MANAGEMENT**

We aggregate, manage and provide visibility to your entire system's hardware and software status and information. You can access this information – including site, notification and dispatch configuration details – through our Service Configuration Portal (SCP) Lite tool.

## **NETWORK MONITORING AND INCIDENT MANAGEMENT**

Our 24/7/365 remote network monitoring and incident management keeps a watch over your network and monitors weather, political, national and local events so that we can help you respond to any emergencies. Monitoring is based on standard network performance thresholds, using automated alerts to enable faster issue resolution. Best-in-class tools analyze and correlate network events for intelligent

incident triaging and resolution, allowing us to proactively communicate on incident closure and provide detailed case history.

## **NETWORK UPDATES**

We bring a comprehensive approach to system technology refresh, including hardware, software and implementation services. As new system releases become available, we work with you to update software or hardware or both pertaining to base stations, site controllers, comparators, routers, LAN switches, servers, dispatch consoles, logging equipment, network management terminals, network security devices such as firewalls and intrusion detection sensors, and more – on-site or remotely.

## **RISK ASSESSMENT**

Our expert consultants provide a structured approach to identify, assess and manage cyber risks across your IT infrastructure. We have developed a systematic and reproducible risk management approach that offers a prioritized, risk-analysis report with a scorecard of actionable mitigation steps. Risk owners and decision makers receive carefully calculated and factual appreciation of applicable risk factors.

## **SECURITY PATCHING**

In line with industry standards, we identify the need or gaps around system patches. All hardware and software assets, network and communication flows and dependencies are identified, mapped, classified and managed according to criticality. As new patching needs arise they are pre-tested, validated and deployed within the network.

## **SECURITY MONITORING**

Experienced, highly trained and certified security professionals are staffed 24/7 at Motorola Solutions' Security Operations Center (SOC), dedicated to monitoring the secure state of your IT system.

## **NETWORK HEALTH REPORTING**

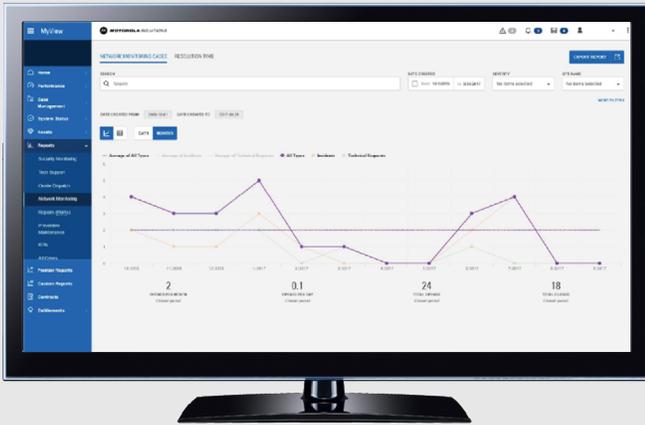
You can keep an eye on your system health through performance reporting around network availability, capacity, coverage and security.

## **PROBLEM MANAGEMENT**

Proactively identify reoccurring network incidents patterns and resolve them before they have an adverse impact to your system and end users.

## **CHANGE MANAGEMENT**

Changes to the network are applied by authorized individuals and all affected parties are made aware of changes applied. This ensures changes to the network do not impact end-user communication.



## MYVIEW PORTAL

### FOR VISIBILITY TO CRITICAL SYSTEM AND SERVICES INFORMATION

Advanced Services include 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 Update Status

## GET VISIBILITY INTO YOUR SYSTEM

MyView Portal provides technical support details on your open cases and repairs, available software updates and recent orders. You can view proactive notifications on upcoming events, and secure messages between you and your Motorola Solutions contact. With a friendly user interface you can get access to graphical reports showing your current and historical data for network availability, coverage, capacity, security and network monitoring cases, average resolution time for all cases and more. Graphical case reports are also available for technical support, returned material authorizations and on-site dispatch.

## 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 Infrastructure Services that address your needs today and in the future.

For more information, please visit  
[motorolasolutions.com/infrastructureservices](https://motorolasolutions.com/infrastructureservices)



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