



MANAGED AND SUPPORT SERVICES FOR MOTOTRBO ION

IMPROVED DEVICE PERFORMANCE AND RELIABILITY

YOUR NEEDS

In an increasingly uncertain world, keeping your operations efficient, secure and cost-effective are major challenges. Whether your team is performing their everyday routine or in the event of a crisis, they need a reliable handheld device that brings together the right technology and services solution. Bringing this all together means your people can focus on the day-to-day operations, not the technology, enabling teams to overcome complexity, accelerate performance and manage costs.

Staying current and managing the increasing complexity of modern devices is putting pressure on in-house radio management teams. As technology evolves, hardware repair and technical support capabilities are becoming ever-more complex, requiring expert service capabilities to work optimally.

Maintaining and managing your MOTOTRBO radio infrastructure and devices is vital to keeping your radio fleet secure and operational. Having a well-defined approach to tracking, managing and updating all your connected smart radios, together with applying the latest functionality and security features can help optimise fleet performance.



MAINTAINING AND MANAGING YOUR MOTOTRBO RADIO INFRASTRUCTURE AND DEVICES IS VITAL TO KEEPING YOUR RADIO FLEET SECURE AND OPERATIONAL.



THE SOLUTION: SERVICE CAPABILITIES

You can rely on us to help you maximise the value of your smart 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 various device service packages.

KEY SERVICE FEATURES

TECHNICAL SUPPORT

Motorola Solutions understands the importance of maintaining the smart radio fleet to its optimal performance. Our experienced engineers are available to help isolate and resolve any issues you may have with your smart radios. With an extensive knowledge base, trained and certified technical engineers, and detailed escalation procedures, our team can troubleshoot and provide prompt resolution to your device issues.

SOFTWARE UPDATES

Ensure continuous security, performance and enhanced functionality of your MOTOTRBO Ion business-critical smart radio with certified and tested software updates that protect and enhance operations to extend the lifespan of your handheld device. With regular, planned updates, you can minimise unforeseen costs and service disruptions while expanding the capabilities of the MOTOTRBO Ion smart radios, increasing productivity, reliability and safety.

HARDWARE REPAIR

When the worst happens and you have an unexpected device failure, your hardware can be back in operation as quickly as possible. With state-of-the-art diagnostic equipment, advanced repair tools and genuine replacement parts, Motorola Solutions can repair or replace your radio quickly and to factory specifications. To ensure quality, all our service centres are certified to comply with ISO 9001.

RADIOCENTRAL WITH BATCH PROGRAMMING

RadioCentral allows you to manage and program multiple smart radios at a time via LTE or Wi-Fi connectivity. By utilising cloud hosting, smart radio codeplugs are stored in a centralised database allowing remote configuration of data and remote programming of radios. Once set up, your centralised database allows efficient organisation of codeplugs and makes it a one-stop shop for edits or changes to specific devices or your entire fleet. Template edits may then be easily applied to all affected smart radios. Changes to a template or to an individual radio's parameters can be scheduled as a programming job. With batch programming, jobs may be scheduled through an Over-The-Air-Programming (OTAP) connection, or via Wi-Fi connection.

ACCIDENTAL DAMAGE

While our smart radios are built for superior performance, accidents happen. One of the optional extra services we offer is extended accidental damage coverage and support. This additional cover includes repair and restoration of the device back to original factory specifications along with a rapid return of the device back to you.

MYVIEW PORTAL

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



CHOOSE THE RIGHT LEVEL OF MANAGED AND SUPPORT SERVICES

Every MOTOTRBO Ion radio comes with Enhanced Warranty, offering the tools and the expert support needed to efficiently manage your smart radio fleet. Upgrading to the Essential service provides batch programming for the lifetime of the service contract, enabling you to manage and program your smart radio fleet efficiently. Both of the service tiers come with the choice of extended hardware repair for faster turnaround times, normal wear-and-tear cover, and even accidental damage cover for a comprehensive support package for your device.

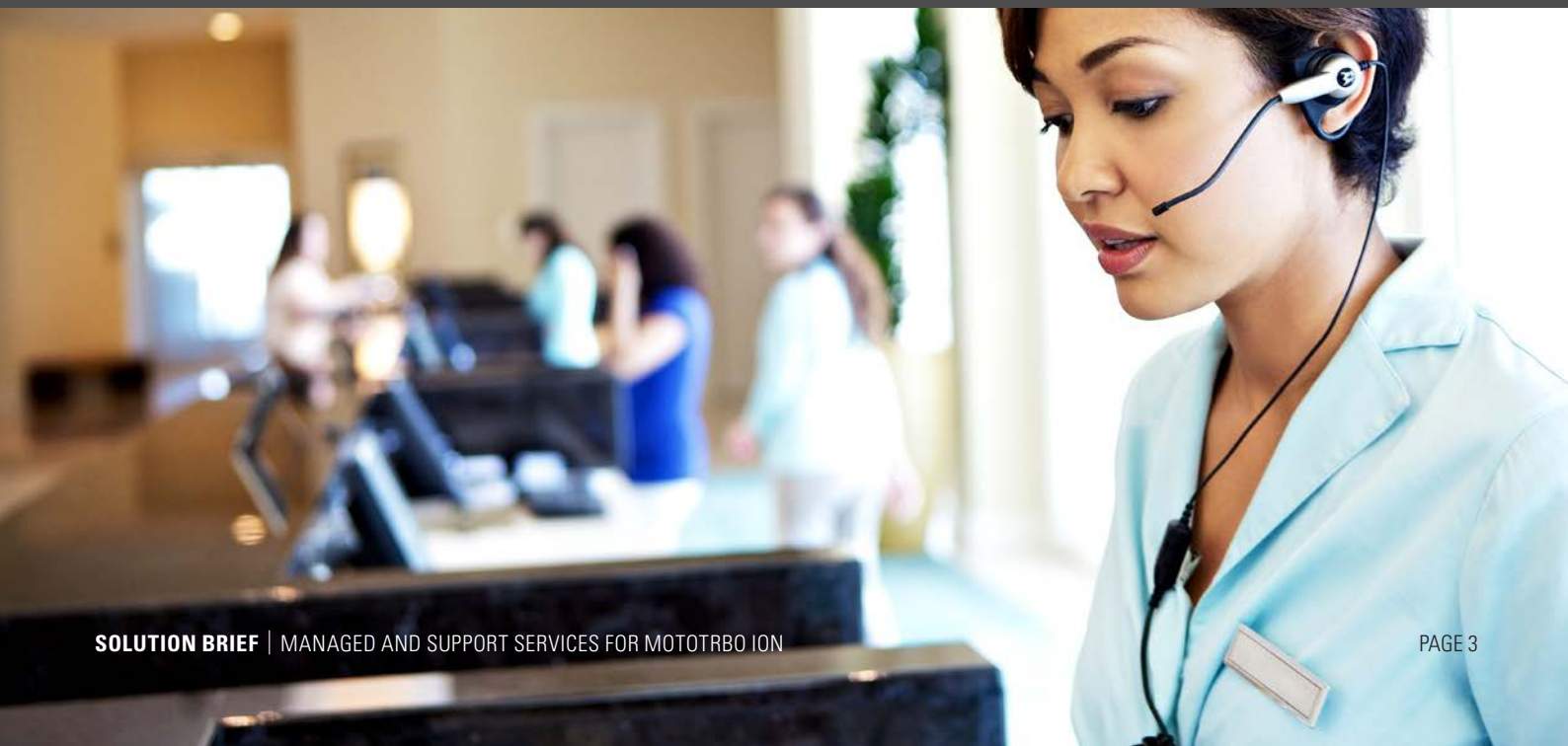
MOTOTRBO ION

	Embedded Service	Service Upgrades
ACCIDENTAL DAMAGE*	Optional	Optional
EXTENDED HARDWARE REPAIR	Optional	Optional
RADIOCENTRAL (BATCH CONFIGURATION AND PROGRAMMING)**	Free 1yr	
PRODUCT WARRANTY (2YR)	ENHANCED WARRANTY (5YR)	ESSENTIAL SERVICE (5YR)
RADIOCENTRAL (SINGLE RADIO PROGRAMMING)		
TECHNICAL SUPPORT		
SOFTWARE UPDATES		
MYVIEW PORTAL		

* Accidental Damage can be offered as an add-on service with Enhanced Warranty and Essential Service.

** Batch programming is offered as a free trial for 1 year with Enhanced Warranty.

- Please contact a Motorola Solutions Channel Partner for additional service package details.





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