EMEA SERVICES FOR DIMETRA SYSTEMS

KEEP YOUR SYSTEM OPERATING AT PEAK PERFORMANCE WITH SERVICE AND SUPPORT PACKAGES
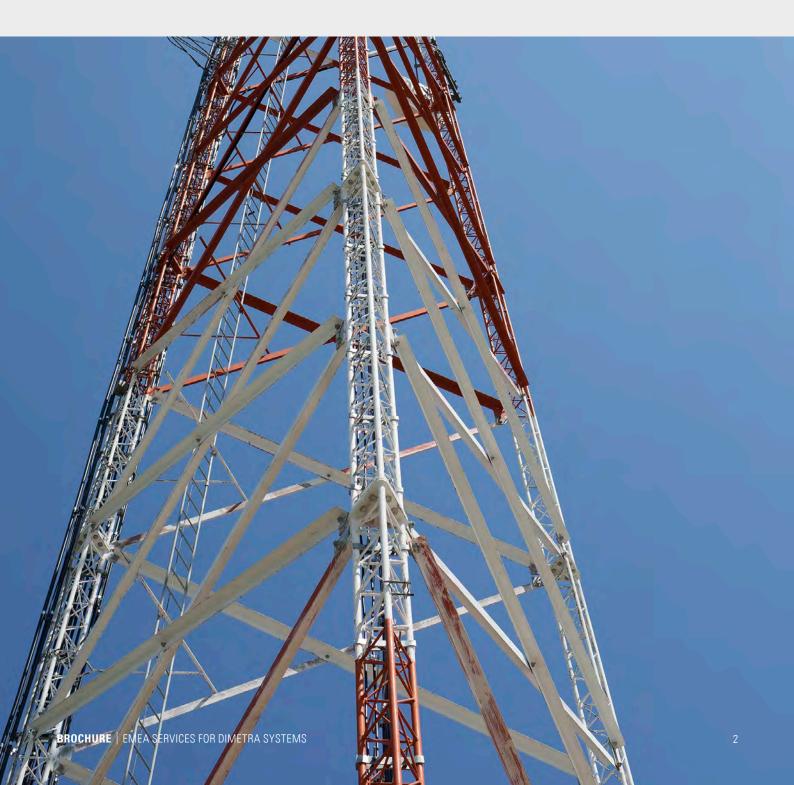
MOTOROLA *SOLUTIONS*

A CONTINUUM OF EXPERT SERVICES

When the unpredictable happens to your network, get access to technical support teams and resources for troubleshooting and maintenance.

Rely on us to help you achieve your performance targets with the right service level you need for your DIMETRA™ systems. Our different levels of support allow for flexibility to best match your requirements. Each package, from Essential to Premier, provides a higher level of support, transferring the risk and responsibility to Motorola Solutions.

RISK & RESPONSIBILITY

ESSENTIAL   ADVANCED   PREMIER

ENSURE CONTINUITY • ENHANCE PRODUCTIVITY • REDUCE RISK

ESSENTIAL

24X7X365 TECHNICAL SUPPORT FOR YOUR TECHNICIANS

Get the help you need, anytime, with 24x7x365 access to Motorola Solutions system technologists to help troubleshoot and resolve network issues. Our goal is to help you maintain continuous system uptime and availability. Technical Support Operations, staffed by experienced system technologists, is the cornerstone of our customer care and service delivery. With one call to Technical Support Operations we can help answer your questions and troubleshoot issues. These dedicated professionals have access to documented and repeatable fixes and labs to recreate your conditions for more effective troubleshooting.

NETWORK HARDWARE REPAIR MINIMISES SERVICE DISRUPTION

Our network hardware repair covers all Motorola Solutions-manufactured equipment and select third-party vendors. Factory-trained and certified technicians troubleshoot, analyse, test and repair your equipment at our centralised facility. Our ISO 9001-certified procedures ensure your equipment is quickly returned to the highest quality standards. Trained and certified technicians utilise sophisticated, automated test equipment to analyse, identify the issue and then repair your equipment[1]. Timely and accurate diagnosis and repair assures that all equipment you send to us is returned to factory specifications and updated with the latest firmware.

SECURITY UPDATES MITIGATE CYBERSECURITY THREATS

To help you maintain operational integrity of your network and minimise cybersecurity risk, we provide the latest security updates pre-tested in our dedicated system test lab running the same software version as your network to ensure no service disruption. Once validated, you can download and install at your convenience.

SOFTWARE UPDATES EXTEND THE LIFE OF YOUR SYSTEM

Software updates[2] helps ensure continuity of operations through ongoing software support. This approach provides you with the ability to keep your system software up to date with the latest features and enhancements. Through our software updates, you can expand your system or include additional capabilities to ensure your network investment is protected and positioned to operate for the future. We heavily invest in research and development to continually improve system capability, security and industry standards. Maintaining your network at the latest software releases ensures you attain the most value from your investment with the latest features and security enhancements while reducing total cost of ownership.

MYVIEW PORTAL FOR VISIBILITY TO CRITICAL SYSTEM AND SERVICES INFORMATION

All the packages in our continuum include access to the MyView Portal[3] that provides valuable system and service information whenever you need it. As you move through the continuum, more information becomes available in MyView to help you keep your network running smoothly and effectively.

	Essential
Software Updates	✓
Security Updates	✓
Network Hardware Repair	✓
24 x 7 x 365 Technical Support	✓
MyView Portal	✓

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1   Expected turnaround time may vary by country due to specific local customs procedures. Contact your Motorola Solutions representative for details.
2   Software updates don't include any hardware replacement or implementation services as standard, but these can be included, at additional cost. Please speak with your local Motorola Solutions representative for more details.
3   Availability of MyView Portal is based on geographic location. Please speak with your local Motorola Solutions representative for more details.

ADVANCED SERVICES

IMPROVE RESPONSES AND CONTINUITY

In addition to the services offered as part of the Essential service package, Advanced Services offer lifecycle management through Network Updates and Network Monitoring.

ADVANCED

NETWORK UPDATES TO PROLONG THE LIFE OF YOUR NETWORK

Extend the lifespan of your network with planned updates. Get the necessary network updates, implementation and change management services required to keep your network fully operational with improved total cost of ownership.

We invest heavily in research and development to continually improve system capabilities, security and industry standards. Updating your network ensures you attain the most value from your investment with security enhancements and access to the latest features[4].

ADVANCED PLUS

REMOTE NETWORK EVENT MONITORING

In addition to Advanced Services, Advanced Plus provides network event monitoring, from our ISO 9001-certified Network Operations Centres (NOC). The NOC leverages ITIL processes and common service platforms for event monitoring, management and issue resolution, providing you with around-the-clock vigilance by experienced support staff certified on the latest technologies and backed by industry-standard tools and proven processes.

We connect 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 wherever possible. System issues are identified and corrective actions taken before you are even aware there is a problem.

	Essential	Advanced	Advanced Plus
Remote Network Event Monitoring			✓
Network Updates		✓	✓
Software Updates	✓	✓	✓
Security Updates	✓	✓	✓
Network Hardware Repair	✓	✓	✓
24 x 7 x 365 Technical Support	✓	✓	✓
MyView Portal	✓	✓	✓

4   Note: some features may be licensed

PREMIER SERVICES

A PARTNERSHIP FOR ENHANCED SYSTEM PERFORMANCE

With growing technology requirements, evolving cyber threats and end-user demands, your system management responsibilities go far beyond hardware and software updates.

Don't shoulder the system management responsibilities on your own, transfer your system operations to us. Our experience managing and operating some of the largest and most complex government and private, LMR systems around the world will be applied to your system. Our experienced,

managed services team focus on ensuring availability, maximising performance and expediting all system requirements and technology changes.

When you are a Premier Services customer, we partner with you to ensure your and relieve you of the financial and operational risks of managing your communication system. The Premier Services Package ensures that your users have a secure and reliable network, faster deployment of network changes, better operational

outcomes, without the complexity and added risk of operating a critical communication network yourself.

Our managed services team is fully accountable for the day-to-day operations of your system and assured outcomes 24x7x365. Technology changes are expedited seamlessly and adapted to your operational needs. With industry-leading tools and defined SLAs, you will experience faster resolution of network issues, minimal interruptions and outages and exceptional customer service.

MAXIMISE PERFORMANCE AND EXPEDITE CHANGE

In addition to the services included with Advanced Services, our Premier service package includes:

- **Service delivery management** to ensure network incidents are resolved within your established KPIs and 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.

- **A Service Delivery Manager** responsible for ensuring all your contracted service needs are met and assumes full ownership for services being delivered as expected.

- **Planned system updates,** implementation and change management services required to maintain your network at the highest level of support to get the most value from your investment with the latest features and security enhancements.

- **Continuous network monitoring and management** of events around-the-clock using best-in-class tools and expertise. When actionable events are identified, we conduct a remote diagnosis and take measures to resolve problems remotely. If necessary, we dispatch a local field technician to resolve the issue.

- **Enhanced preventive maintenance** by certified technicians to preserve reliability and original manufacturer's specifications, including testing and alignment of key network components. This service is conducted at a cadence that improves system efficiency, reduces failures and minimises your total cost of ownership by extending the useful life of your network.

- **Priority network hardware repair** for all our manufactured and select third-party vendors' equipment. Factory trained and certified technicians troubleshoot, analyse, test, and repair your equipment at our centralised facility. All equipment is returned to factory specifications and updated with the latest firmware before being expedited back to you.

- **Problem management** to proactively identify recurring network incidents patterns and resolve them before they have an adverse impact to the system and end users.

- **Change management** to ensure changes to the network do not impact end-user communication, are applied by authorised individuals and all affected parties when changes are applied.

- **Infrastructure configuration management** to aggregate and manage your entire system's hardware and software status and information.

- **Fleetmap Consulting** on an annual basis to ensure your talkgroups are accurate and optimised for your end user.

- **Cybersecurity risk assessment** using industry standards and frameworks to help you understand your risk posture with recommended actions to mitigate cyber attacks.

SHIFT SYSTEM MANAGEMENT RESPONSIBILITIES TO OUR EXPERIENCED TECHNOLOGISTS

Take advantage of our LMR expertise with optional services to improve efficiencies and end-user communications:

- **Fleetmap management** to ensure applicable features and parameters are applied to the network and provisioned to respective talkgroups.

- **Fleetmap creation** of your talkgroups for your operational needs and their programming onto the network.

	Essential	Advanced	Advanced Plus	Premier
Fleetmap Creation				optional
Fleetmap Management				optional
Cybersecurity Risk Assessment				✓
Fleetmap Consulting				✓
Infrastructure Configuration Management				✓
Change Management				✓
Problem Management				✓
Priority Network Hardware Repair				✓
Enhanced Preventative Maintenance				✓
Continuous Network Monitoring and Management				✓
Planned System Updates				✓
A Service Delivery Manager				✓
Service Delivery Management				✓
Remote Network Event Monitoring			✓	✓
Network Updates		✓	✓	✓
Software Updates	✓	✓	✓	✓
Security Updates	✓	✓	✓	✓
Network Hardware Repair	✓	✓	✓	✓
24 x 7 x 365 Technical Support	✓	✓	✓	✓

BENEFITS OF PREMIER SERVICES

MANAGED EVOLUTION OF YOUR NETWORK TO MEET BUSINESS NEEDS

Your DIMETRA system is an IP-based, software driven environment with complex integration requirements. As more features and capabilities are introduced for voice and data applications, your ability to implement these changes can impact your system performance and affect your end users' ability to communicate effectively. Our managed services team can help expedite these changes - so your users can benefit from the enhancements sooner.

PREDICTABLE OPERATING COST

Establishing network operations centres and addressing technology refreshes, system repairs and other maintenance issues add to your total cost of ownership. Unforeseen network issues can also strain your budget. Premier Services gives you a predictable and cost effective solution for your capital expenditures and ongoing system updates, cybersecurity and network maintenance expenses.

REDUCE RISK

With an understanding of your goals and priorities, our service level agreements (SLAs) ensure you receive the service you expect. We are accountable for your system's integrity and the availability of your network. You reduce your risk and gain peace of mind with us as your primary services and technology partner.

ACCESS THE LATEST TECHNOLOGY

Gain access to technology, maintenance and management, as well as processes, documentation and reporting capabilities that may be unavailable with your internal resources. Your end users benefit from the latest features and functionality, without the organisational complexity of supporting and maintaining your network or investing in the required tools and resources.

LEVERAGE SYSTEM DATA FOR PERFORMANCE MANAGEMENT

Your system contains terabytes of data that can be used to improve your network performance. Our managed services team applies advanced analytics to give you valuable insights into your network and help you predict and prevent outages.

As a Premier Service customer, you have access to in-depth performance management reports and analysis from your Services Delivery Manager to help you assess your overall system health, including the following vital network issues:
- Availability
- Critical network events
- Grade of service
- Illegal carriers
- Link status
- Subscriber rejects

These reports—with system improvement recommendations from your Services Delivery Manager based on our experience and data from hundreds of networks around the world—provide valuable insights into system trends and behaviours that enable us to act on potential faults, identify affected links, sites and network elements during adverse weather or special events, conduct root-cause and post-event analysis, understand system configuration and improvement needs and much more. These insights provide greater intelligence for continuous performance improvement of your system.

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