



PREMIER SERVICES FOR MOTOTRBO™ TWO-WAY RADIOS

MAXIMIZE PERFORMANCE AND REDUCE RISK

Critical communication has become increasingly complex as your MOTOTRBO two-way radios become more IP-based, supporting integrated data applications and enhanced features. Rely on us to help you achieve your performance targets with the right level of service you need for your radio fleet.

With Premier Services, you transfer your MOTOTRBO two-way radio operations to our experienced managed services professionals to address the evolving technical and functional requirements of your two-way radios.

MANAGING YOUR TWO-WAY RADIOS: THE CORE OFFER

We provide critical services to protect your investment and keep your MOTOTRBO two-radio fleet up-to-date and organized.

Software Updates and Upgrades help prevent service disruptions, provide enhanced capabilities, improve your radio performance and protect against known cyber threats. Security and software updates are pre-tested and certified in our dedicated test lab to ensure compatibility and avoid any service disruption.

Expert Hardware Repair provides state-of-the-art diagnostics equipment, repair tools and replacement parts to ensure your radios are protected from normal wear and tear. All radios are returned to factory specifications and updated with the latest firmware. Our service centers are certified to comply with ISO9001 and TL9000.

Radio Management Software programs multiple radios at one time, eliminating the need to physically handle and program your radios one-at-a-time and allowing programming jobs to be scheduled ahead of time. Batch programming can be done via cable or over the air.

You can track and view your entire radio fleet programming status, along with the configuration history for each device to confirm your programming is up-to-date. If you also want your staff to learn how to program radios, we will provide training to teach them how to use the radio management software tool.

Onsite Support Radio Management experts will be dispatched to set up hardware, configure software, load radios into the database and provide site specific training.

Technical Support is available 8x5x5 to help isolate and resolve issues you may have with your MOTOTRBO radios. These dedicated professionals have access to documented and repeatable solutions and test environments to recreate your conditions for more effective troubleshooting and faster resolution.



AT-A-GLANCE

PREMIER SERVICES FOR MOTOTRBO TWO-WAY RADIOS CORE PACKAGE

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|--------------------------------------|
| Software Maintenance Agreement |
| Hardware Repair with Standard Damage |
| Radio Management Software Tool |
| Radio Management Training |
| Onsite Deployment and Commissioning |
| Technical Support |

Option 1

Hardware Repair with Accidental Damage

Option 2

Preventive Maintenance

Option 3

MSI Radio Management Database Hosting

MyView Portal Access

Option 4

On-Demand Programming and Updates

LEVERAGING SUPPLEMENTAL SUPPORT SERVICES: THE OPTIONS

To ensure all your MOTOTRBO two-way radio communication needs are met, Premier Services can provide supplemental coverage to help you manage your radio fleet.

Option 1: Hardware Repair with Accidental Damage Water, chemical, or physical abuse are not a concern with the Accidental Damage option, so your radio repair and replacement costs are fixed and predictable. With expedited handling included, we'll get the work done in no more than 3 days (plus shipping time), and have your users up and talking in no time.

Option 2: Preventive Maintenance is performed by our certified technicians to help extend the useful life of your radios, reducing repair and replacement costs. Annual maintenance checks include physical inspection and cleaning, electronic tuning verification, firmware and talkgroup verification.

Option 3: Hosted Database Eliminate your security, patching, updating, backup and storage concerns, and still have 24x7 access to your data when Motorola Solutions hosts your Radio Management database in our secure Network Operations Center. We'll make sure everything stays up-to-date and secure, and minimize downtime and headaches.

MyView Portal gives you a transparent, single-source view of your system and radio data with access to performance reports, radio fleet status and service case history. MyView Portal is a on-demand, 24x7x365 instant access view of your MOTOTRBO network.

The data provided by the portal is aggregated from a suite of industry-leading tools used to proactively manage your communication system from our Solution Support Center—so you know it's reliable and up-to-date. Use access permissions to provide the right level of information to the right people.

Option 4: On-Demand Programming and Updates is conducted by expert technicians to ensure your radios are fully operational and that your entire radio inventory is configured to your specifications. We perform changes and modify user configurations to ensure radio features and functionalities support your immediate and ongoing needs.

MAXIMIZING RADIO PERFORMANCE: THE REWARD

Premier Services provide a convenient and reliable approach to the supporting and managing of your radio operations and users with a predictable operating cost model and performance guarantees.

Our services are based on best practices for programming, support, maintenance and repair to minimize downtime.

Reduce Risk and gain peace of mind by relying on us to be your expert device manager and technology partner. We work with you to define measurable service level agreements to ensure your performance expectations are achieved

Lower Total Cost Of Ownership and achieve continued savings by relying on us to be entirely accountable for managing your radio fleet in productive and cost-effective ways—performing required technology refreshes, software updates, repairs and lifecycle management of your two-way radio fleet.

Focus On Your Mission to meet your operational objectives by relying on our dedicated managed services team to support and maintain your entire radio fleet, maximizing performance and ensuring you realize the full value of your MOTOTRBO critical communications system.

