



MOTOTRBO™ CAPACITY MAX SYSTEM SERVICES

ENSURE CONTINUITY • ENHANCE PRODUCTIVITY • REDUCE RISK

With Essential or Advanced Services, you get fast response to network issues by our qualified engineers who analyse and diagnose your customers networks, as well as monitor networks around the clock.

ESSENTIAL

SUPPORT FOR TECHNICIANS WHEN NEEDED

Our experienced engineers in the Solutions Support Centre will diagnose and troubleshoot any network issues. These dedicated professionals have access to documented and repeatable solutions and labs to recreate your conditions for more effective troubleshooting.

ENHANCE OPERATIONS WITH UPDATED SOFTWARE

Regular software updates protect your customers networks and enhance operations to extend the lifespan of their MOTOTRBO systems. Invest in planned software updates to minimise unforeseen costs and service disruptions.

Software updates apply to all Motorola Solutions components within a network. All software releases are pre-tested and certified to ensure full functionality and compatibility with your customers networks to mitigate any impact to performance. Once the software is validated, your partner can download and install when you are ready.

ADVANCED

EFFICIENTLY UPDATE YOUR TECHNOLOGY

Extend the lifespan of your customers MOTOTRBO Capacity Max systems with software installation, servers, switch and router replacement. Get the necessary network updates and implementation services required to maintain your networks at the highest level of support from Motorola Solutions.

When unexpected critical faults occur, our experienced engineers are available 24 hours a day, 7 days a week to ensure system issues are managed immediately with proper tools and diagnosis.

ADVANCED PLUS

MONITOR SYSTEM PERFORMANCE

In addition to Advanced Services, Advanced Plus provides network event monitoring to provide you with around-the-clock vigilance by an experienced support staff certified on the latest technologies and backed by industry-standard tools and proven processes. Ensuring network availability is critical by an experienced support staff certified on the latest technologies and backed by industry-standard tools and proven processes. A well-monitored network is crucial to the performance of your customer's business and in sustaining operational productivity and efficiency.

With network event monitoring, Motorola Solutions connects securely and seamlessly to your customer's infrastructure. Our dedicated, highly-trained staff can proactively detect faults in your system 24 hours a day, 7 days a week. When an event is detected, our skilled technical engineers will quickly acknowledge and assess the situation, and initiate a defined response.

ADDITIONAL SERVICE SUPPORT

Network Hardware Repair support can be added to any Essential or Advanced service package, giving you the confidence that any faulty equipment will be repaired to the highest quality standards.

Optional Network Hardware Repair for all Motorola Solutions-manufactured equipment and select third-party vendors with 2-way shipping included. Timely and accurate diagnosis and repair assures that all equipment that is sent to us is repaired to factory specifications with initial firmware installed.

Optional Network Hardware Repair with Advanced Replacement provides fast dispatch of replacement unit in the event of a critical system failure.





UNMATCHED SERVICE DELIVERY

SOLUTIONS SUPPORT CENTRE

Our goal is to help you maintain continuous system uptime and availability. Rely on us for all of your service and repair needs. The Solutions Support Centre is the cornerstone of our customer care and service delivery staffed by experienced system engineers. It includes our globally standardised, ISO 9001 certified Network and Security Operations Centres (NOC/SOC) that leverage common service platforms for remote event monitoring, management and issue resolution to minimise downtime and disruption.

Motorola Solutions continuously invests in resources, as well as in sophisticated test lab, tools, applications, and proven repeatable methodologies that ensure your network maintains absolute availability.

STATE-OF-THE-ART REPAIR DEPOT

Our ISO 9001 and TL 9000-certified procedures ensure your equipment is quickly returned to the highest quality standards. Trained and certified technicians utilise sophisticated, automated test equipment to analyse, isolate and repair your equipment. Expected turnaround time may vary by country due to specific local customs procedures. Contact your Channel Account Manager for more details.

AT-A-GLANCE

SERVICES	ESSENTIAL	ADVANCED	ADVANCED PLUS
24x7x365 Network Event Monitoring			■
Network Updates		■	■
24x7x365 Remote Technical Support - Critical Faults		■	■
18x5 Remote Technical Support	■		
1Non-Technical Support	■		
Software Updates	■		
Optional Network Hardware Repair	■	■	■

The 5 yr service packages support MOTOTRBO Capacity Max System only.
Network Hardware Repair with Shipping or with Advanced Replacement service is optional and accessible upon request.

19am-5pm CET, Mon-Fri excluding Poland public holidays.

For more information on MOTOTRBO Capacity Max System Services, please contact your Channel Account Manager or visit www.motorolasolutions.com/services

