



ESSENTIAL SERVICES FOR MOTOTRBO™ SYSTEMS

SUPPORT WHEN YOU NEED IT

When the unpredictable happens to your customer's network, Essential Services provide you with access to technical support teams and resources for troubleshooting any network issues. Drive performance with the right level of service.

ESSENTIAL

SUPPORT FOR TECHNICIANS WHEN NEEDED

With one call to our Solutions Support Centre, our experienced engineers 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. Our goal is to help you maintain continuous network uptime and availability for your customers.

ENHANCE OPERATIONS WITH UPDATED

SOFTWARE Regular software updates protect 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 your customers networks. All software releases are pre-tested and certified to ensure full functionality and compatibility with your networks to mitigate any impact to performance. Once the software is validated, you can download and install when you are ready.

MINIMISE SERVICE DISRUPTION

Our network hardware repair covers all Motorola Solutions infrastructure equipment with 1-way shipping included. Certified technicians will troubleshoot, analyse, test and repair your equipment at our centralised facility. Timely and accurate diagnosis and repair assures that all equipment that is sent to us is repaired to factory specifications.

Network hardware repair with the Advanced Replacement service which, in the event of a critical failure on your system, allows fast dispatch of the replacement hardware to keep your network operating. You will experience reliable support for rapid turnaround and replacement.

AT-A-GLANCE

SERVICES	ESSENTIAL
Software Updates	Yes
¹ 8x5 Remote Technical Support	Yes
¹ Non-Technical Support	Yes
Optional Network Hardware Repair	Yes

This 5 yr service package supports MOTOTRBO Single Site, IP Site Connect, Capacity Plus, Linked Capacity Plus, and Capacity Max Systems. Network Hardware Repair with 1-way 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 Motorola Solutions Essential Services, please contact your Channel Account Manager or visit www.motorolasolutions.com/services

