

SERVICE FROM THE START



COMPLETE COVERAGE FOR MOTOTRBO AND TETRA RADIOS



CUSTOMER CHALLENGES

INCREASING RISKS AND COMPLEXITY



Organisations need to ensure that their radios and systems are operating at peak performance levels.

STRICT BUDGET LIMITATIONS



Organisations lack forecast of budget repair costs and are faced with unexpected expenses and downtime.

ACCOMPLISHING ORGANISATIONAL GOALS

Organisations need to ensure that their users are completing its daily missions without devices failing.



ORGANISATIONS TURN TO SERVICE FROM THE START

OPERATIONAL

LEVERAGE EXPERTISE AND TECHNICAL KNOWLEDGE
COVER WEAR AND TEAR
COVER ACCIDENTAL BREAKAGE
COMMITTED FASTER REPAIR TIMES
ACCESS TO LATEST SOFTWARE UPDATES



FINANCIAL

UPFRONT FIXED COSTS PER YEAR
AVOID UNEXPECTED REPAIR COSTS
IMPROVE FINANCIAL PREDICTABILITY
LOWER TOTAL COST OF OWNERSHIP



STRATEGIC

MITIGATE RISK AND DOWNTIME
PROTECT YOUR INVESTMENTS
EXPERT SUPPORT THROUGH THE RADIO LIFECYCLE





SERVICE FROM THE START ADVANTAGE



REMOTE TECHNICAL SUPPORT AND SERVICE
HELPDESK



WEAR AND TEAR, ACCIDENTAL BREAKAGE
COVER¹



PRIORITY SUPPORT AND COMMITTED RAPID
REPAIR TIMES



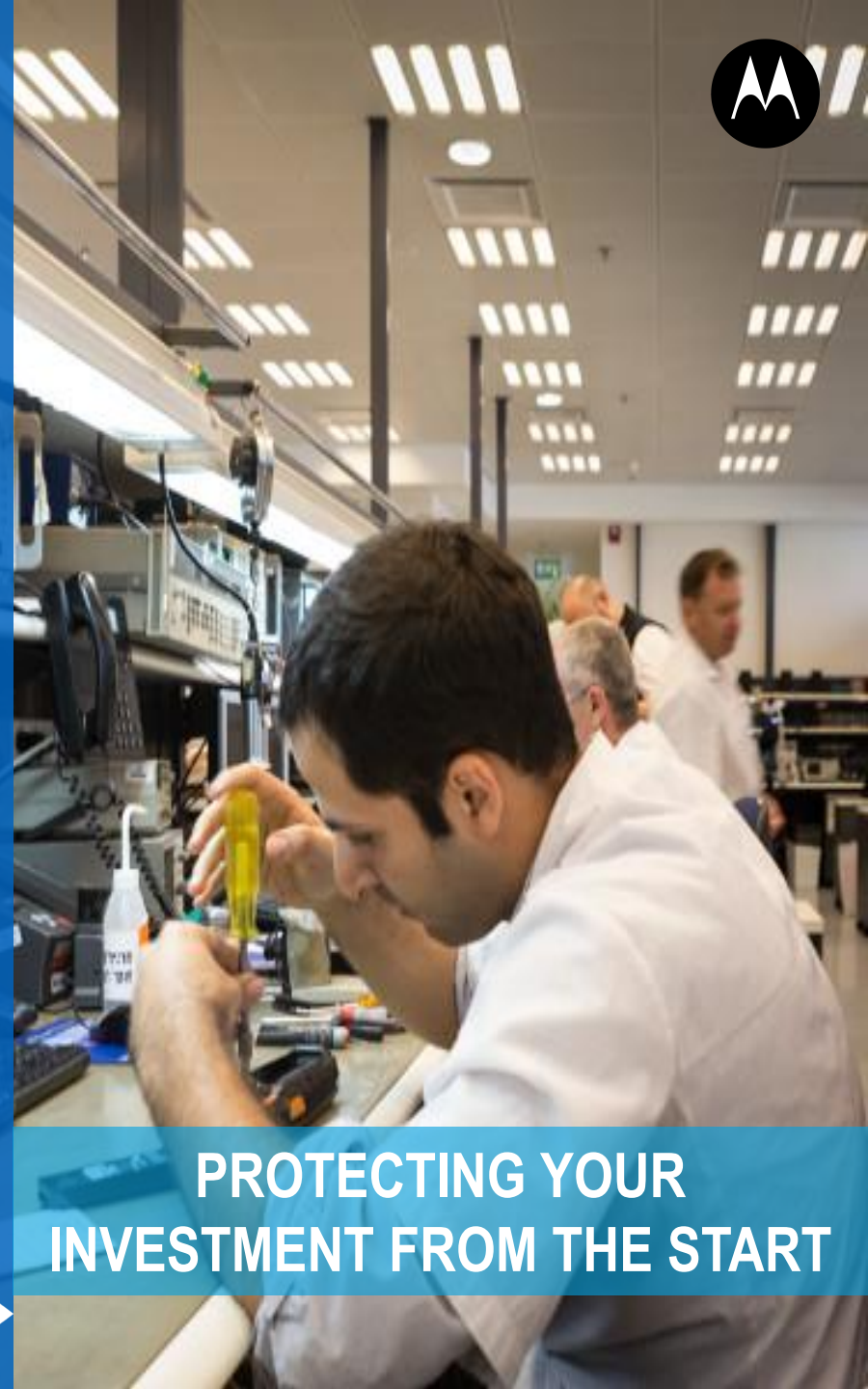
SOFTWARE UPDATES

SERVICE FROM THE START

1 2 3 4 5

WARRANTY

1 – This service is only applicable under Service from the Start Comprehensive Coverage.



**PROTECTING YOUR
INVESTMENT FROM THE START**



FASTER REPAIR TURNAROUND TIMES

SFS LITE

~~10 Days~~ → 5 Days

SFS ESSENTIAL

~~5 Days~~ → Next Day

SFS COMPREHENSIVE

~~5 Days~~ → Same Day

Turnaround time is Motorola "in-house" repair time to partners and does not include time in transit



SFS FOR DIGITAL TERMINALS



COVERAGE	PACKAGES		
	SFS LITE	SFS ESSENTIAL	SFS COMPREHENSIVE
AVAILABILITY	EU, SWITZERLAND, NORWAY, RUSSIA, SOUTH AFRICA		
COVERAGE	3 or 5 YEARS		
NORMAL WEAR AND TEAR		✓	✓
ACCIDENTAL BREAKAGE			✓
TURNAROUND TIME ¹	5 DAYS	NEXT DAY	SAME DAY
NON TECHNICAL TELEPHONE SUPPORT: 9AM-5PM CET, MON-FRI	✓	✓	✓
TECHNICAL TELEPHONE SUPPORT: 9AM-5PM CET, MON-FRI	-	✓	✓
SOFTWARE SUPPORT ²	✓	✓	✓
SHIPPING	1-WAY	1-WAY	2-WAY

(1) Turnaround time is Motorola "in-house" repair time and does not include time in transit.

(2) Software Support comprises patches (bug fixes) and maintenance releases of the current version of the software.

Software Support for Warranty and Service from the Start Lite provides for bug fixes only within Hardware Warranty Period.

COMPREHENSIVE COVERAGE COVERS

EXTERNAL AND INTERNAL COMPONENTS DAMAGED
THROUGH ACCIDENTAL BREAKAGE

FAILURES CAUSED BY ACCIDENTAL WATER DAMAGE

CRACKED OR BROKEN DISPLAYS

CRACKED OR BROKEN HOUSINGS

CRACKED OR MISSING KEYPADS/BUTTONS

**“NO QUESTIONS ASKED”
COVERAGE**



SOFTWARE SUPPORT

AROUND-THE-CLOCK ONLINE AVAILABILITY: 24X7X365

PROVIDES THE SUPPORT YOU NEED, WHEN YOU NEED IT, WITH FULL ACCESS TO THE LATEST SOFTWARE SUPPORT RESOURCES

ACCESS TO PATCHES (BUG FIXES) AND MAINTENANCE RELEASES OF THE CURRENT SOFTWARE VERSION

ENSURES YOUR RADIOS REMAIN TROUBLE-FREE AND OPERATING AT PEAK PERFORMANCE

KEEP YOUR SOFTWARE MAINTAINED, UPDATED AND OPERATING SMOOTHLY ACROSS ALL RADIOS



TECHNICAL & NON-TECHNICAL SUPPORT

**MOTOROLA AND ITS PARTNERS TEAM TOGETHER TO
PROVIDE YOU WITH EXPERT SUPPORT:**

- TECHNICAL SUPPORT IN MULTIPLE LANGUAGES
- RAPID RESOLUTION
- ACCESS TO SUPPORT SPECIALIST WITH EXPERTISE
FOR YOUR PRODUCT
- ENTRY TO OUR LEVEL 1 AND LEVEL 2 SUPPORT
ENGINEERS TO HELP YOU GET THE ANSWERS YOU
NEED, AS WELL AS NON-TECHNICAL SUPPORT AGENTS
TO ASSIST YOU WITH GENERAL SERVICE INQUIRIES
- FLEXIBLE HELP OPTIONS WITH BOTH TELEPHONE
AND EMAIL SUPPORT AVAILABLE



REPAIR CENTRE COMMITMENT

**UNRIVALED PRODUCT KNOWLEDGE AS
MANUFACTURER**

**DELIVERS THE ONLY SOURCE OF MOTOROLA-
CERTIFIED PARTS**

AUTOMATICALLY INSTALLS NECESSARY UPDATES

**MAINTAINS ORIGINAL PRODUCT QUALITY
SPECIFICATIONS**

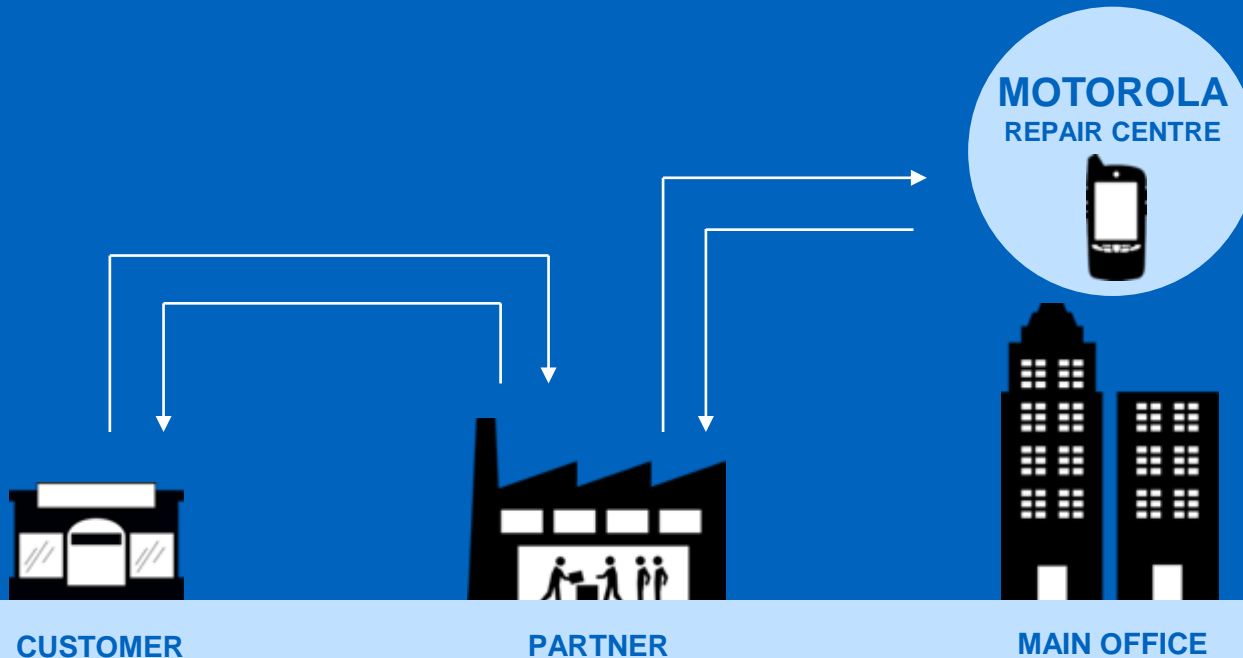
PROVIDES LOCAL SUPPORT WITH A GLOBAL REACH



OUR REPAIR MODEL



SEND A DEFECTIVE UNIT TO A MOTOROLA REPAIR CENTRE LOCATION



BENEFITS

- EASY AND RELIABLE SERVICE AT A KNOWN ONE-TIME COST
- PRODUCTS EXPERTLY REPAIRED TO MANUFACTURING SPECIFICATIONS WITH STRICT ADHERENCE TO MOTOROLA ENGINEERING PROCEDURES

SFS VALUE PROPOSITION



COVERAGE

Customers will be able to choose from a multi-year coverage (3 or 5 years) with 3 different tiers of support – Lite, Essential, or Comprehensive - to meet their operational and financial needs.

CAPABILITY

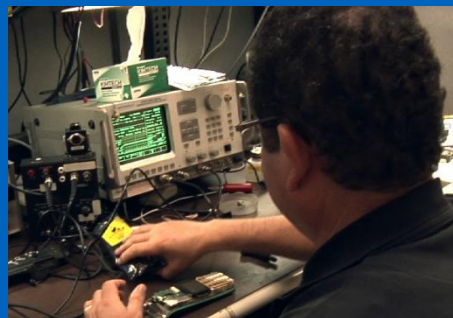
Consistently high levels of service to give customers peace of mind through an integrated solution which encompasses web self-service, telephone support, software support, all backed by our global infrastructure, highly qualified support technicians and certified repair facilities.

COST

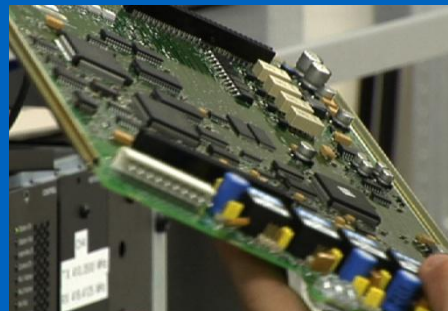
Offering a fixed competitive price with defined tiered services designed to help radio users work efficiently and effectively without downtime and risks.



**LOWER TOTAL COST
OF OWNERSHIP**



**PROTECT YOUR
INVESTMENTS**



**MITIGATE RISK AND
DOWNTIME**



**EXPERT LIFECYCLE
SUPPORT**



THE MOTOROLA DIFFERENCE

SERVICE FROM THE START IS CORE TO
WHAT WE DO

We have unmatched experience and knowledge for supporting Motorola two way radios and systems.

We stand by our service commitments and the ability to deliver our promise.

We provide world-class repair services ensuring quality assurance and repair to manufacturer specifications.

**PROTECTING YOUR
INVESTMENT FROM THE START**



**THANK
YOU**