



PROTECT YOUR INVESTMENT AND ENHANCE YOUR PEACE OF MIND

SERVICE FROM THE START

WAVE delivers interoperability with land mobile radio (LMR) communications to include smartphones, tablet devices and broadband carrier networks ensuring seamless workforce collaboration from any location. Now included as standard when you purchase WAVE 5000, this unique offering provides fast turnaround time, expert telephone support and access to the latest software releases.

KEEP YOUR FOCUS ON YOUR MISSION, NOT THE SUPPORT OF YOUR WAVE 5000

Your field workers count on their mobile device or radios to complete assigned tasks efficiently and effectively. They need the peace of mind that their device is able to communicate across disparate land mobile radio systems and that any downtime can be resolved quickly, enabling operations to keep running smoothly. Service from the Start for WAVE 5000 is a robust support service that enables you to protect your investment with expert technical support, software releases and repair.

WE'RE JUST A PHONE CALL AWAY

If you encountered issues after installing your WAVE 5000 solution, our technical experts will work to isolate, triage and solve any difficulties – be they hardware or software related – and provide replacement hardware if necessary. Your call will be immediately routed to a technical support engineer who will begin incident diagnosis and manage the issue through to resolution.

ACCESS TO SOFTWARE UPDATES AND UPGRADES

The most cost-effective means to keep your WAVE 5000 up-to-date with the latest functionality that helps ensure your solution continues to run at optimal efficiency. You are provided access to entitled software releases throughout the term of your service contract.

ENHANCE YOUR COVERAGE FOR EVEN GREATER PROTECTION AND PEACE OF MIND

To help ensure minimum downtime, you may wish to upgrade to Service from the Start Advance, which includes Advanced Exchange for infrastructure part replacement, and one call will give you next-business-day dispatch of a replacement unit should your WAVE 5000 solution need repair.

Whichever plan fits your needs, you'll get to eliminate 'surprise' repair costs and the investment protection you need to reduce your total cost of ownership. Now that's true peace of mind.

FEATURES

EXPERT TECHNICAL SUPPORT WITH FAST RESPONSE TIMES

Fast call handling to isolate and triage issues

ADVANCE EXCHANGE NEXT DAY SHIPMENT

Minimising downtime with next day shipment to meet your needs

LATEST SOFTWARE RELEASES

Essential software releases to ensure performance and reliability

VISIBILITY OVER BUDGET

Know what you're going to spend with no surprises

THE MOTOROLA DIFFERENCE

Count on Motorola Services to go beyond repair, offering a total integrated support solution that encompasses priority call handling and access to software releases to rapid problem resolution, this two-year service delivers the support you need — when and where you need it. When you choose Motorola, you get industry leading response times and a level of expertise only 'direct from-the-manufacturer' service can offer.

END TO END SUPPORT

We provide a complete portfolio of services to make it easier to get the most value from your investment. The services include system integration, post installation technical support and software upgrades and updates, assistance with deploying your devices and help with their on-going management

AT-A-GLANCE: SERVICE FROM THE START

COVERAGE	SERVICE FROM THE START ESSENTIAL	SERVICE FROM THE START ADVANCED
Coverage	Up to 5 Years	Up to 5 Years
Software Support ¹	•	•
Infrastructure Repair ²	•	•
Advance Equipment Exchange		Next Day ³
Remote Technical Support	8x5	24x7
Non-Technical Telephone Support: 9am-5pm CET, Mon-Fri	•	•

Service from the Start is a multi-year service program that is available with the purchase of new Motorola WAVE 5000 (included WAVE Licenses, Server, WAVE CRYPTR, Networking Equipments and MOTOBRIDGE Radio Gateway Unit). Excluded from coverage is damage to accessories and consumables such as batteries, antennae and damage caused by natural or man-made disasters such as fires, floods and theft. Product must be operated within its environmental specifications. Service availability may vary by country.

(1) Software support comprises of annual releases and update subscriptions
(2) Infrastructure repair includes server and networking equipments
(3) Advance Exchange provides next business day dispatch of replacement hardware and does not include time in transit

For further information about Service from the Start, or any of our services, contact your Motorola sales representative or visit www.motorolasolutions.com/services.

