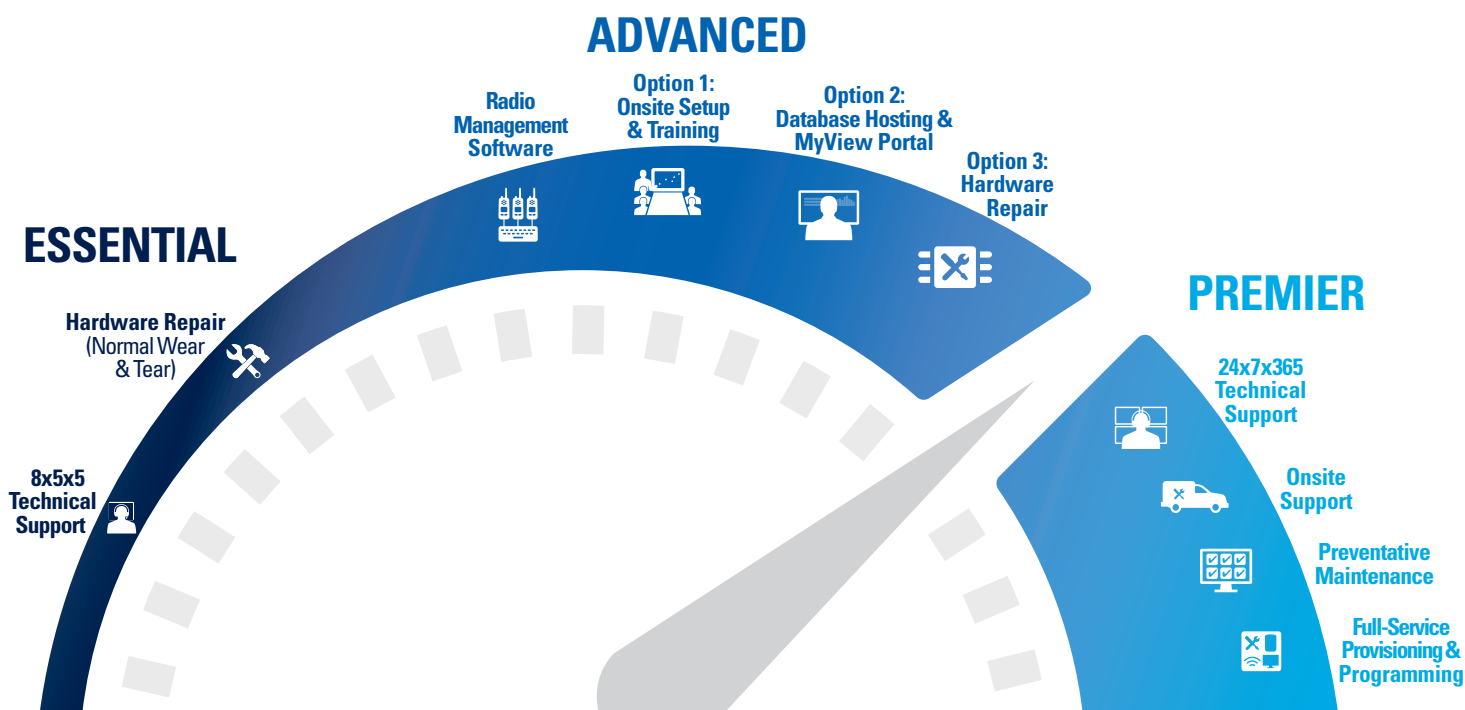# DEVICE MANAGEMENT SERVICES

FOR APX TWO-WAY RADIOS

Are you logging radio data in multiple spreadsheets? Do your technicians have to physically touch every radio to program codeplugs and update firmware? What resources are you spending on fixing radio problems, instead of investing in new operating models?

The ability to communicate instantly is critical to your operations, but your radios have evolved into sophisticated, feature-rich communication devices with both hardware and software components—no different than your computers and mobile devices. The care and management of these radios goes beyond a simple break-fix program. It takes proactive radio management to ensure your team's radios are ready when you need them.

A proactive device management solution covers the entire spectrum of service requirements, from provisioning and programming to preventative maintenance and repair. Yet each organization has different resources available when it comes to the technical skills, funding, headcount and time needed for comprehensive radio management. It's a delicate balance between meeting expectations, effectively using limited internal resources and leveraging external service providers when necessary. **Which level of Motorola Solutions services is right for you?**

ADVANCED

Radio Management Software

Option 1: Onsite Setup & Training

Option 2: Database Hosting & MyView Portal

Option 3: Hardware Repair

ESSENTIAL

Hardware Repair (Normal Wear & Tear)

8x5x5 Technical Support

PREMIER

24x7x365 Technical Support

Onsite Support

Preventative Maintenance

Full-Service Provisioning & Programming

MOTOROLA SOLUTIONS

ESSENTIAL SERVICES:
SUPPORT WHEN YOU NEED IT

Motorola Solutions two-way radios are built for superior performance, but accidents happen. Essential Services provide you with technical support to troubleshoot problems and hardware repair to properly restore device performance.

8x5x5 Technical Support:

Our experienced technologists are available 8x5, Monday – Friday, to help isolate and resolve any issues you may have with your radios. These dedicated professionals effectively troubleshoot and resolve your issues within a four hour time frame.

Hardware Repair for Normal Wear and Tear:

State-of-the-art diagnostics equipment, repair tools and replacement parts helps ensure your radios are protected from normal wear and tear and back in operation within five days. All radios are returned to factory specifications and updated with the latest firmware at our ISO 9001 certified service centers before being returned to you.

ESSENTIAL

Hardware Repair
(Normal Wear & Tear)

8x5x5 Technical Support

ADVANCED SERVICES:
SAVE TIME AND MONEY WITH RADIO MANAGEMENT

If you have staff dedicated to managing radios, but need additional technical expertise to help with radio management complexities, Advanced Services is the right choice for you. We act as your collaborative partner to help manage and maintain your fleet, providing critical services to protect your investment and keep your fleet up-to-date and organized. To ensure all your APX two-way radio communications needs are met, Advanced Services also offers supplemental coverage to help you manage your radio fleet right the first time, every time.

Radio Management Software:

Maintaining your radio fleet doesn't have to be expensive and time consuming. Simplify radio programming with our Radio Management software. APX Radio Management supports batch programming of up to 16 radios at one time. Easily track and view your entire radio fleet programming status along with the codeplug history for each device.

ADVANCED

Radio Management Software

Option 1: Onsite Setup & Training

Option 2: Database Hosting & MyView Portal

Option 3: Hardware Repair

SUPPLEMENTAL COVERAGE OPTIONS

Option 1: On-Site Setup / Commissioning and Training

With on-site Radio Management Hardware setup and Radio Commissioning in the Radio Management Database, your technical staff can be trained side by side with our technical team for valuable immersion training.

Option 2: Radio Management Database Hosting and MyView Portal

Centrally store configurations and codeplug data on our secure, hosted server for efficient remote programming. See radio data, service case history, firmware and software status information with MyView Portal, a web-based platform to help make smarter, faster and more proactive decisions.

Option 3: Hardware Repair

As with Essential Services, Advanced Services also offers an option for Hardware Repair. This ensures your radios are protected from normal wear and tear and back in operation within five days.

PREMIER SERVICES:
EXPERT FLEET MANAGEMENT

If your organization has limited resources to manage your large radio fleet, Premier Services will take care of all your radio management needs to ensure your radios are ready and working properly when you need them. We assume the day-to-day management and accountability of your radio fleet, guaranteeing access to skilled experts equipped with specific knowledge about your network and radio use. We are committed to delivering a consistent quality of service to manage the complexity of your radio operations and lowering your total cost of ownership.

24x7x365 Technical Support:

Our experienced technologists are available to help resolve radio issues 24x7x365 for hardware repair and 8x5x5 for software-related issues.

On-site Support:

When required, field technicians are dispatched to your location to address issues affecting your radios, or to assist with radio problems that cannot be diagnosed or resolved remotely.

Preventative Maintenance:

Our certified technicians conduct annual maintenance checks to help extend the useful life of your radios, reducing repair and replacement costs. The services performed include: physical inspection and cleaning of all your radios, electronic tuning verification, and firmware and talkgroup verification.

Full-Service Provisioning & Programming:

Our team becomes fully accountable for the initial deployment plus ongoing operational requirements. This includes both the initial and on-demand programming and provisioning, proactive firmware programming, and remote multi-unit programming.
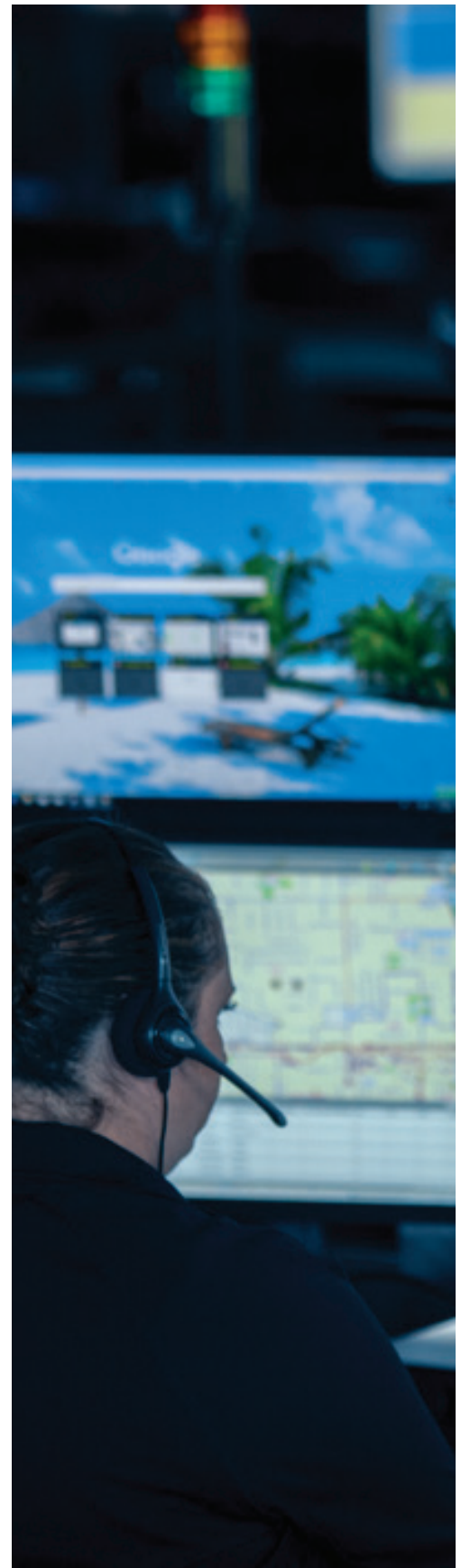
PREMIER

24x7x365 Technical Support

Onsite Support

Preventative Maintenance

Full-Service Provisioning & Programming

WHAT IS THE RIGHT DEVICE MANAGEMENT ACTION PLAN FOR YOUR ORGANIZATION?

Implementing a device management action plan can help proactively eliminate service disruptions, maximize interoperability and protect your radios from security threats. Your strategy needs to be specific to your organization's needs and accelerate radio deployment, increase radio uptime, meet performance targets and control costs.

Our services are based on best practices for programming, support, maintenance and repair to minimize downtime. Rely on us to be your expert device management and technology partner - because when the complexity of your communications is managed, you can focus on what matters most to your organization.

SERVICES	ESSENTIAL	ADVANCED	PREMIER
Full-Service Provisioning & Programming			✔
Preventative Maintenance			✔
Onsite Support			✔
24x7x365 Technical Support			✔
Radio Management Software		✔	✔
Database Hosting & MyView Portal		✓	✔
Onsite Setup & Training		✓	✔
Hardware Repair - Normal Wear & Tear	✔	✓	✔
8x5x5 Technical Support	✔	✔	✔

✔ Included with package   ✓ Advanced Package Add-on Option

For more information about Motorola Solutions Device Management Services, contact your Motorola representative or visit **MotorolaSolutions.com/APXservices**

MOTOROLA *SOLUTIONS*