SERVICES FOR MISSION-CRITICAL OPERATIONS

MAXIMIZE THE VALUE OF YOUR TECHNOLOGY ECOSYSTEM

WHITE PAPER

MOTOROLA SOLUTIONS

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For public safety agencies tasked with mission-critical operations, assuring peak system performance is critical. Efficient and cost-effective management of an ever-evolving technology ecosystem is complex, requiring the right set of expertise and tool sets.

DEALING WITH COMPLEXITY IS A 24/7/365 MANDATE

Many traditional communications and mission-critical systems are transitioning from being hardware to software-centric, expanding the IT footprint far beyond where it was a few years ago. In addition, public safety agencies have experienced a rapid infusion of new technologies such as body-worn cameras, new software platforms and video analytics.

Agencies are saddled with legacy, outdated systems, and insufficient IT resources, including both staff and budget. Some 79 percent[1] of federal departments and agencies said outdated IT systems were preventing them from delivering adequate services.

Add it all up and agencies are struggling with increasing technology complexity, without the means to adequately manage it. The stakes for public safety organizations trying to keep up are only getting higher.

Our services are there to serve you and your community in time of need. In the case of a disaster or emergency, you want to ensure mission-critical availability, responsiveness and resiliency within your agency. Critical moments like these require seamless monitoring and communication. Motorola Solutions services provide technical support, system monitoring and critical cybersecurity services to ensure that your team can do their job without worrying about the integrity of your operations.

When lives are at stake, you need to overcome system challenges and ensure the uninterrupted availability and peak effectiveness of mission-critical communication systems.

CRITICAL MOMENTS REQUIRE SEAMLESS MONITORING AND COMMUNICATION.

OVERCOME COMPLEXITY. ACCELERATE PERFORMANCE. MANAGE COSTS.

Complexity, performance, and cost. Any plan to ensure mission-critical performance must start with managing these three critical factors. To do so, you need a unified management platform across your entire public safety technology ecosystem including networks, radios, software applications and video intelligence.

OVERCOME COMPLEXITY

Today's mission-critical ecosystem is a set of sophisticated IT-interdependent technologies, including command center software, video cameras, two-way radios, site controllers, routers, LAN switches, servers, dispatch consoles and more. Each component has its own unique level of complexity and lifespan.

When this ecosystem is comprised of disjointed pieces with differing management needs, it creates inefficiencies, makes updating overly complex and introduces multiple points of failure. Gaining operational efficiency and increased visibility into an ever-evolving technology ecosystem requires an integrated approach to system management.

70%

of complex technology implementations fail or are challenged.[2]

Disconnected systems and multiple touchpoints create inefficiencies and multiple points of failure.

ACCELERATE PERFORMANCE

For mission-critical public safety agencies tasked with saving lives, accelerating performance starts with ensuring system availability, resiliency and responsiveness. Any downtime is simply too great a risk to the public and agency personnel.

As public safety systems become more software-centric and IP-based, downtime can be caused by any number of issues, including cyberattacks, software bugs, manual configuration problems and outdated software. Add in the possibility of physical harm to systems from storms or attacks and an "always-on, always-secure system" becomes an increasingly difficult task.

1.33 BILLION

outage hours yearly caused by natural disasters.[3]

Increasing number and intensity of natural disasters are putting stress on the network like never before.

MANAGE COSTS

Overcoming system complexity and availability are essential, requiring the right skill set and expertise. Developing the right capabilities also requires budget levels that many agencies are challenged to meet. Increasing cost pressure continues to put relentless pressure on existing resources.

The budget constraints are driving the need for a predictable cost model to support and sustain the technology ecosystem. Not to forget, that lowering the total cost of ownership continues to be one of the top priorities for agencies.

30%

of respondents felt that there was not enough IT budget or resources to meet demands.[4]

Agencies are facing relentless pressure to do more with less.

Given these obstacles, what's the best path forward for you to ensure peak performance for your mission-critical technology ecosystem?

The answer is clear. Your agency needs access to end-to-end mission-critical capabilities and expertise, from technical support, to system monitoring and management services, to cybersecurity solutions that span the entire technology ecosystem including radios, software applications, video analytics and security. You may already have mission-critical best-in-class technologies. However, the real value of your investments can only be unlocked with the right combination of in-house skills, managed and support services. Today, this combination of the right technology solution, paired with the right service delivery model, is the foundation of successful technology implementations.

HIRING AN EXTERNAL SERVICE PROVIDER CAN EMPOWER YOUR TEAM WITH HIGHLY SPECIALIZED TALENT, INDUSTRY-LEADING PROCESSES, ONGOING TRAINING AND CUTTING-EDGE TOOLS.

PARTNER WITH A TRUSTED SERVICE PROVIDER

The potential benefits of pairing your mission-critical technology ecosystem with end-to-end services can only be achieved by selecting the right provider—one that can demonstrate the value of seamless orchestration of people, processes and tools to successfully deliver on these capabilities. While it's possible to institute the right processes, hire the right people and secure the right tools in-house at your agency, it can be highly challenging and costly.

Your agency is rightly focused on its core mission, not the detailed upkeep of IT and mission-critical systems. Hiring an external service provider can empower your team with highly specialized talent, industry-leading processes, ongoing training and cutting-edge tools. Plus, partnering with the right service provider can help reduce the total cost of ownership for your mission-critical systems. There are key factors to consider when selecting a service provider.

DEEP MISSION-CRITICAL SKILLS AND EXPERIENCE

Having domain expertise around traditional two-way radio systems is a baseline requirement for any service provider. That expertise should extend to managing change, cloud-based solutions, new machine-learning and artificial intelligence technologies, security, software and video solutions and most importantly successfully managing integration across all of these platforms. The service provider should be constantly investing in knowledge sharing, training and communication of best practices to ensure that their skill set stays sharp and is always relevant.

ALIGNMENT WITH INDUSTRY-LEADING ITIL FRAMEWORK

Like any other IT system, your mission-critical ecosystem requires adoption of an Information Technology Infrastructure Library (ITIL)-based approach to service management that focuses on aligning mission-critical services with the needs of an organization and adopts an agile approach to change management. Leveraging the principles of the ITIL framework your service provider should follow detailed processes, procedures, tasks, and checklists that can be applied towards service design, service transition, service operations and continual service improvement.

FLEXIBLE CONSUMPTION MODELS

A one-size-fits-all approach simply doesn't work for today's agencies. A service provider must have deep expertise across all delivery models, including in-house, managed services, and cloud-based or hybrid as-a-service consumption models. They should structure that expertise to uniquely meet your specific business needs.

VISIBILITY AND CONTROL

Working with a service provider does not have to mean losing control or visibility. The right service provider will partner with you to define and execute service-level agreements (SLAs) that align with your business outcomes. These can range from response times to system availability and capacity. Any provider should always allow you to have granular visibility into your system health including networks, radios, software applications and security. Service providers can offer this access through a secure web-based portal, giving you an easy to access, end-to-end view of your system.

AUTOMATION FOR SYSTEM MANAGEMENT

A forward-looking service provider understands that it is important to transition from a break/fix methodology to a proactive approach that emphasizes problem prevention and continuous improvement. Investing in sophisticated automation and analytics technologies can make system and security management more predictive and prescriptive, driving faster and more efficient resolution of system issues.

CENTRALIZED DELIVERY COUPLED WITH LOCAL EXPERTISE

A service provider with global capabilities can learn from diverse customers across the globe, constantly improving service delivery governance, platforms and processes. At the same time, local expertise and community presence ensures compliance with specific regulatory and legal requirements. You are best serviced by providers offering a combination of both. Global coverage also lays the foundation of a rich data lake that constantly helps improve machine-learning models driving automation.

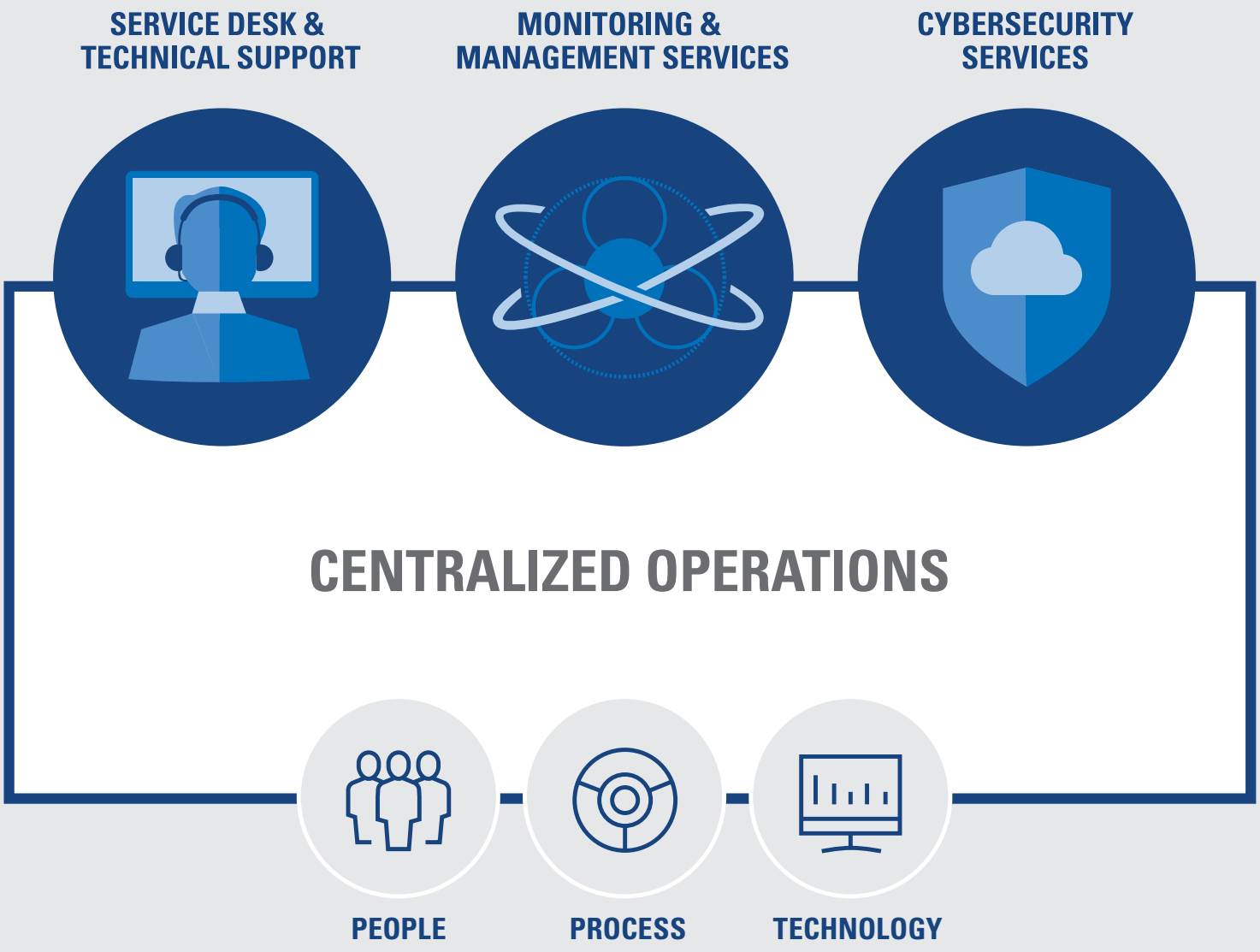
RESEARCH AND DEVELOPMENT DRIVING INNOVATION

Working with a service provider should be a long-term strategic partnership. You need a forward looking partner that continuously makes informed investments in new technologies and transformative strategies. These investments are what allow them to deliver the most innovative solutions that align to your business needs.

PARTNERING WITH THE RIGHT SERVICE PROVIDER CAN HELP REDUCE THE TOTAL COST OF OWNERSHIP FOR YOUR MISSION-CRITICAL SYSTEMS.

TRUSTED MISSION-CRITICAL SERVICES FROM MOTOROLA SOLUTIONS

Motorola Solutions manages your entire mission-critical ecosystem, with technical support, monitoring and management, and cybersecurity services, centrally delivered with the right combination of people, process and tools.



SERVICE DESK AND TECHNICAL SUPPORT

Motorola Solutions Technical Support services provide onsite and remote support for technical issues arising from devices, infrastructure, applications and video cameras. Our specialists offer specific troubleshooting capabilities, leverage a rich knowledge base and are skilled in diagnosis and swift resolution of system performance and operational issues. We provide industry-leading tools and have well-defined processes to record, monitor, escalate and report technical service issues.

With state-of-the-art diagnostic equipment, repair tools and replacement parts, you can receive the peace of mind that all of your agency's components are protected in the event of an unexpected failure and are back in operation as soon as possible. When serviced, all system components are returned to you with original factory specifications and updated with the latest firmware. Plus, our service centers are certified to comply with ISO9001, ensuring the highest quality repairs. We also offer accidental damage coverage, so damage from water, chemicals or physical abuse are never a concern and your repair and replacement costs are fixed and predictable.

Preventive maintenance on your system components ensures you can extend the life of your systems. From device physical inspection and cleaning to component alignment of the network equipment, we ensure that the system components remain in top condition with the latest firmware and updates.

MONITORING AND MANAGEMENT SERVICES

Motorola Solutions Monitoring and Management services include a wide range of capabilities that help you ensure mission-critical availability, responsiveness and resiliency.

To prevent network outages, we offer robust and proactive network infrastructure monitoring and incident management services from our Network Operations Center. Our network management capabilities plays a critical role during an emergency or disaster-related major event by automatically detecting and identifying network issues in minutes. Our automated network monitoring, coupled with a seasoned team of network engineers and technicians, ensure that complex network issues are resolved as quickly as possible. Advanced reporting services provide near real-time visibility into network performance and capacity while continuous data analysis improves ongoing system management, preventing issues by addressing their root causes before they impact network performance and end users.

The Network Security and Operations Center also monitors NG Core Services and ActiveEye for VESTA 9-1-1- via highly trained and certified security professionals who are staffed 24/7. A combination of Log Collection/Analytics and Network Intrusion Detection technology constantly monitors for signs of malicious traffic inside your network. With over 25 million VESTA customers in North America alone, our network operation center is devoted to keeping your software safe in order to increase security, efficiency and to help streamline workflows.

We also specialize in Lifecycle Management services that help you maintain and secure your systems. These services address technology refreshes, while enabling security and ongoing system availability and resilience. They include software maintenance, system upgrades and ongoing lifecycle management. Periodic technology updates are provided for base stations, site controllers, routers, LAN switches, servers, dispatch consoles, operating system software and more, so your system stays current and future-proof.

In addition, our Device services ensure all your two-way radio communication needs are met, with a full range of device programming and provisioning services. These services include radio management software licensing, on-site set up and training, database hosting and access to a management portal that helps you maintain visibility into your devices. With constant technology, software and security feature updates, you maximize the performance of your radios. Our expert teams of field service engineers are always ready for all on-site incident restoration efforts utilizing sophisticated service fault diagnostics and resource management tools to manage service restoration. Our technicians will ensure that the network performance sustains operational standards, with guaranteed restoration times adhering to established service level agreements.

CYBERSECURITY SERVICES

Our Cybersecurity services approach follows the National Institute of Standards and Technology (NIST) Cybersecurity Framework, to help you manage your cyber risk awareness, detection, response and recovery. 2021 saw 50 percent more cyber attacks per week compared to 2020, with a 42 percent increase in supply chain attacks and higher quality data being exfiltrated[6]. We assist our customers in mitigating these risks by closely following leading governance and oversight strategies throughout the product development, implementation and operational support lifecycle.

We help your agency assess risk by inventorying critical assets and systems, then providing a thorough risk analysis and vulnerability assessment. Next, we develop a roadmap and strategy to deploy new policies and procedures, introduce protective tools and implement appropriate access and auditing controls.

Our continuous 24x7x365 security monitoring capabilities can automatically detect system abnormalities, allowing you to take action faster. Our security experts assist in restoring functionality with recovery plans uniquely tailored to your organization and use lessons learned to inform the process from the start.

WE CLOSELY FOLLOW LEADING GOVERNANCE AND OVERSIGHT STRATEGIES THROUGHOUT THE PRODUCT DEVELOPMENT, IMPLEMENTATION AND OPERATIONAL SUPPORT LIFECYCLE.

SECURITY PATCHING

Security patching is one of your first and best defenses against cyber attacks. We work with you to identify the gaps around your system patches. All hardware and software assets, network and communication flows and dependencies are identified, mapped, classified and managed according to criticality. As new patching needs arise, they are tested and deployed within the network.

CYBERSECURITY EXERCISES

Cybersecurity exercises are valuable for evaluating existing security defenses, testing new procedures and establishing a fundamental method for training your security personnel on evolving threats like ransomware and other attacks. Our team uses their real-word expertise to develop engaging, discussion-based tabletop exercises. Tailored, scenario-based engagements can improve your ability to detect and respond to cybersecurity incidents faster.

RISK ASSESSMENTS

Our assessments provide your organization with useful insights by painting a full picture of your current environment and identifying critical vulnerabilities and gaps that need to be addressed. We then use this information to develop a robust strategy that is mapped to key regulatory frameworks.

PENETRATION TESTING

Our experts evaluate the security of your IT and communications infrastructure by trying to exploit its vulnerabilities. By detecting, analyzing and investigating threats we can reveal issues that could leave your organization at risk – before a malicious actor exploits them.

INCIDENT RESPONSE

Following an incident, we complete a full report of all findings and response efforts to recommend and develop stronger application and network security controls. The data insights provided in the report will help your organization implement preventive measures and problem management. Our incident response services are tailored to your needs and company structure to best effectively respond to a cyberattack. Incident response plans are designed with your employees, processes and technology in mind so that there's a known and tested plan in the event of a security incident or breach.

THE PUBLIC SAFETY THREAT ALLIANCE (PSTA)

Motorola Solutions established The Public Safety Threat Alliance (PSTA) in 2022. It is a cyber threat Information Sharing and Analysis Organization (ISAO) recognized by the Cybersecurity Infrastructure and Security Agency (CISA), and is designed to provide public safety agencies with the knowledge they need to better defend against risks like ransomware and data breaches. It operates as a single organization focused on the collection, analysis, production and sharing of actionable cyber threat information.

ACTIVEEYE MANAGED DETECTION AND RESPONSE (MDR)

Our ActiveEye platform, combined with 24/7 support from our team of security experts, powers our Managed Detection and Response (MDR) capabilities that protect organizations and agencies of all sizes. We continuously monitor your IT network, endpoints, cloud applications and infrastructure, as well as your mission-critical systems, to quickly detect and respond to cyber threats and minimize risks. View network, endpoint, and cloud security activity in ActiveEye to get full visibility into IT environments, as well as computer-aided dispatch (CAD) software, VESTA 9-1-1, ASTRO® and more.

NETWORK SECURITY

Protecting your IT network is more important than ever. Our team of experienced network security professionals in our Security Operations Center (SOC) remotely monitor your system 24/7 for security events and apply countermeasures whenever necessary. Built for resource-limited IT security teams, our advanced cybersecurity solutions for IT networks are cost-effective, quick to deploy, and easy to use. Security monitoring services include log collection and analysis, network intrusion detection and network traffic analysis.

ENDPOINT DETECTION AND RESPONSE (EDR) SERVICES

Reduce the cost and complexity of managing next generation endpoint detection and response (EDR) solutions with our Endpoint Security services. Our ActiveEye platform continuously monitors all endpoint activity from EDR solutions and analyzes data in real time to automatically detect and prevent threats like ransomware. All activity is visible in the platform so you can rapidly investigate incidents, respond to alerts and proactively hunt for new threats. Endpoint activity can also be correlated with network and cloud alerts to detect and respond to threats even faster.

ADVANCED THREAT INSIGHTS (ATI)

Advanced Threat Insights broadens the scope of our SOC services beyond investigating and responding to alerts, giving you detailed visibility into threats targeting your agency or organization, and access to a dedicated expert to help you reduce future risks with recommendations tailored to your cybersecurity program. Advanced Threat Insights also includes monthly reviews and access to threat intelligence sources.

CLOUD SECURITY SERVICES

If your organization is using public cloud infrastructure and SaaS applications, is your security keeping pace? Protect your data and systems with our ActiveEye platform and cloud security services. Our cloud-native platform combines configuration best practices with advanced log analytics, providing security controls to quickly detect and remediate threats and risks, while our 24/7 security experts monitor for anomalous activity that can indicate unauthorized users or workload types.

SECURE PRODUCTS GROUP (SPG)

The Secure Products Group (SPG) delivers encryption, key management and authentication solutions to protect mission critical communications to customers in the moments that matter.

RADIO AUTHENTICATION

One of the most important challenges ASTRO system managers face — and unfortunately one of the most common — is unauthorized radios that can't be verified before gaining access to the system. Whether a radio has been cloned, stolen, or simply lost, restricting network traffic to only authorized devices is critical. ASTRO systems include several authentication and encryption tools to help you in this effort.

KEY MANAGEMENT FACILITY (KMF) AND KEY VARIABLE LOADER -5000 (KVL)

Our Key Management Facility is an effective and secure way to manage encryption keys across a growing number of devices within your network. Our platform is scalable and easy to deploy, while also providing greater visibility, allowing for more control and delivering enhanced security The KVL 5000 allows programmers to generate, transport, and fill encryption keys (voice and data), securely and efficiently into secure communication products thereby enabling encrypted communications.

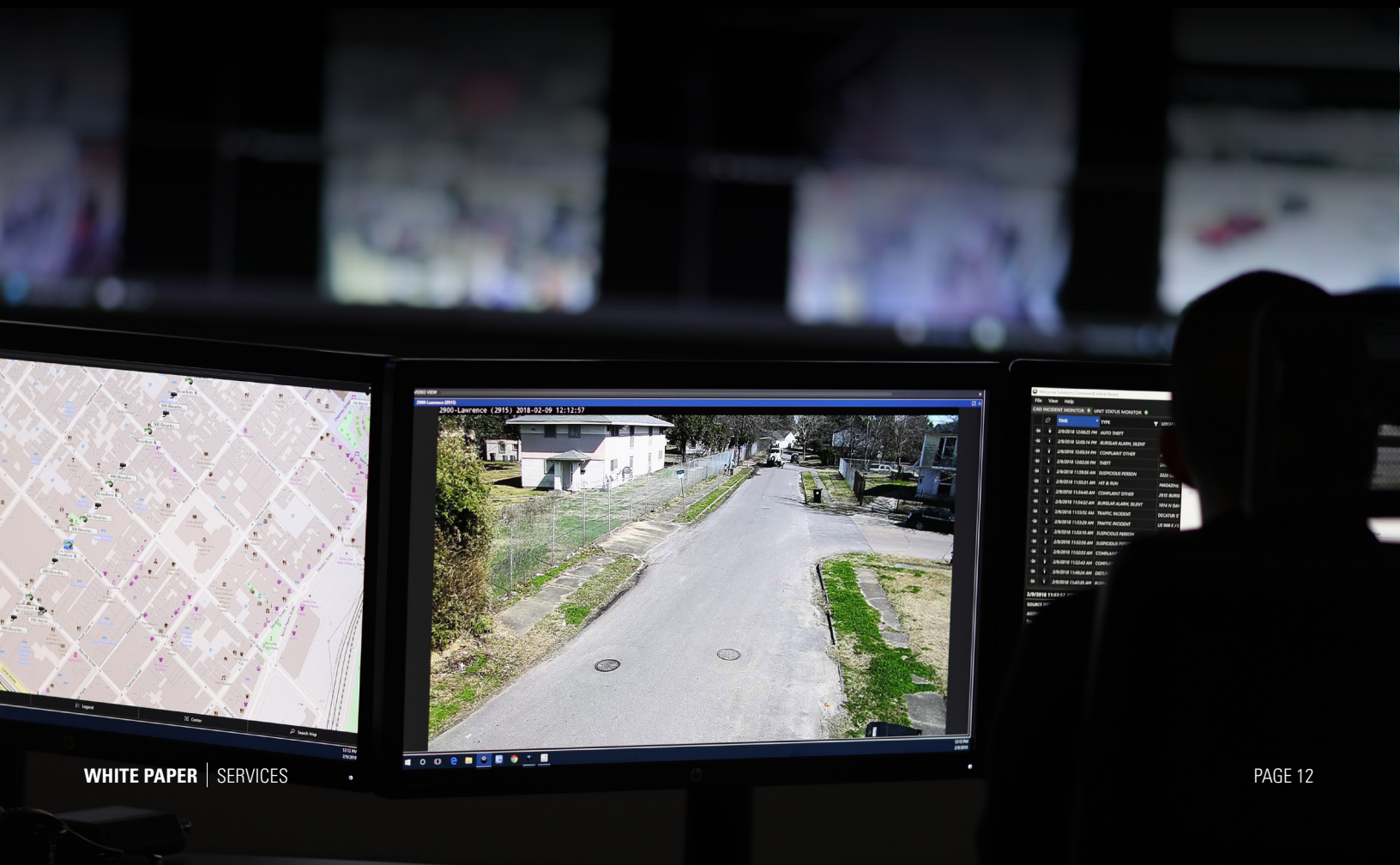
RADIO ENCRYPTION

Equipped with AES-256 encryption and the Motorola Advanced Cryptographic Engine (MACE) chip, Motorola Solutions' APX radios protect your critical communication and the integrity of your operation. Validated at FIPS 140-3 Level 3, your voice and data communications are protected from misuse and illicit activity.

INDUSTRY-LEADING NIST CYBERSECURITY FRAMEWORK

IDENTIFY	PROTECT	DETECT	RESPOND	RECOVER
Assess risks	**Develop safeguards**	**Make timely discoveries**	**Take action**	**Restore functionality**
Inventory critical assets and systems	Develop policies and procedures, introduce protective tools	Continuous monitoring 24/7/365	Establish a robust response plan	Institute a recovery plan
Provide a thorough risk analysis	Implement appropriate access and auditing controls	Enable auditing capabilities	Create, analyze, triage and respond to detected events	Create improvements to prevent future attacks

EXPERTS TO HELP BUILD IT RIGHT - TOOLS TO PROTECT THE MISSION - SERVICES TO SUPPORT THE LIFECYCLE



CENTRALIZED OPERATIONS

Our service delivery model is enabled by seamless orchestration of people, process and technology.

PEOPLE

We bring years of mission-critical expertise with personnel that stay sharp through comprehensive, ongoing training, knowledge sharing and communication of best practices. Project Managers, Service Delivery Managers, System Technologists, Network Engineers, Security Specialists, Data Analysts and Field Service Managers hold top industry certifications and work hand-in-hand to ensure system availability, performance and security.

PROCESS

We have unparalleled experience working with agencies around the globe to design service delivery strategies that successfully support mission-critical operations. We are aligned with the principles of industry recognized ITIL management practices, Service Design, Service Transition and Service Operations within our public safety service delivery framework. This methodology further brings a culture of continuous improvement to service delivery and performance.

TECHNOLOGY

We have invested in industry-leading technology that apply analytics, accelerate machine learning and drive automation. These tools, together with a rich data set, make the management system more predictive and proactive while augmenting decision making. From network operations, to system updates or security operations, automation and analytics accelerates service response and scales operations so they can manage the peak load of a catastrophic event such as a hurricane.

EXPERT TALENT

"Our job is to ensure that the first responders are able to respond and rescue to minimize any damage to life and property. We prepare our field teams with the right ammunition to face the next big thing during a crisis. And when the next big thing does not happen, is when we know that we were well-prepared."

Kevin Sweet
Motorola Solutions NOC Manager

With 15 years of experience developing and managing mission-critical systems, Sweet supported Hurricanes Katrina, Harvey, Barry, Irma and Sandy, California Wildfires, Las Vegas and San Bernadino Shootings.

INDUSTRY LEADING ITIL FRAMEWORK

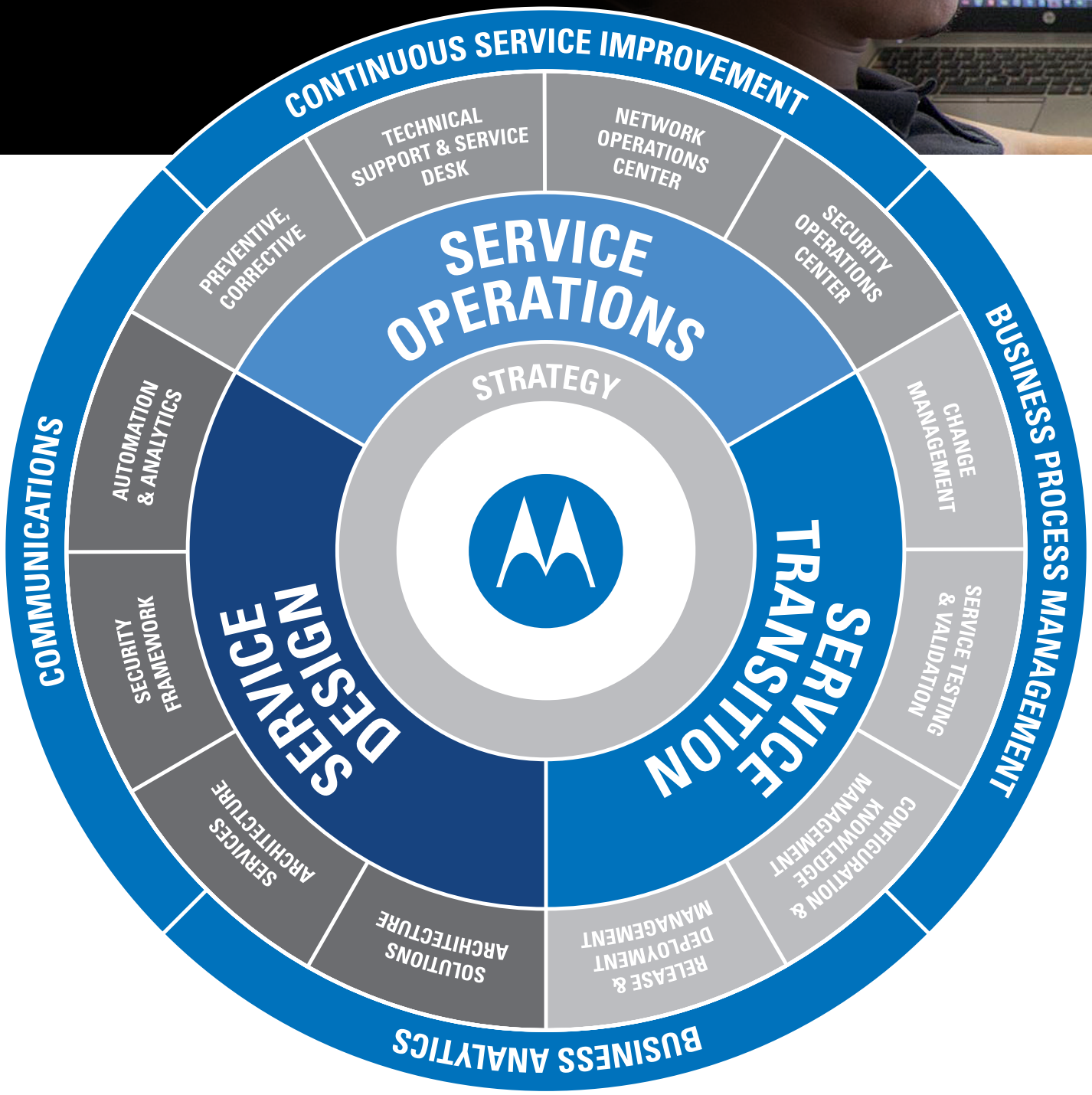
- Fully managed operational risk and service performance
- High service availability meeting mission-critical requirements
- Centralized service management across the entire technology ecosystem
- Intelligent performance analytics for proactive troubleshooting
- Predictable, cost-effective methods of maintaining and evolving the system

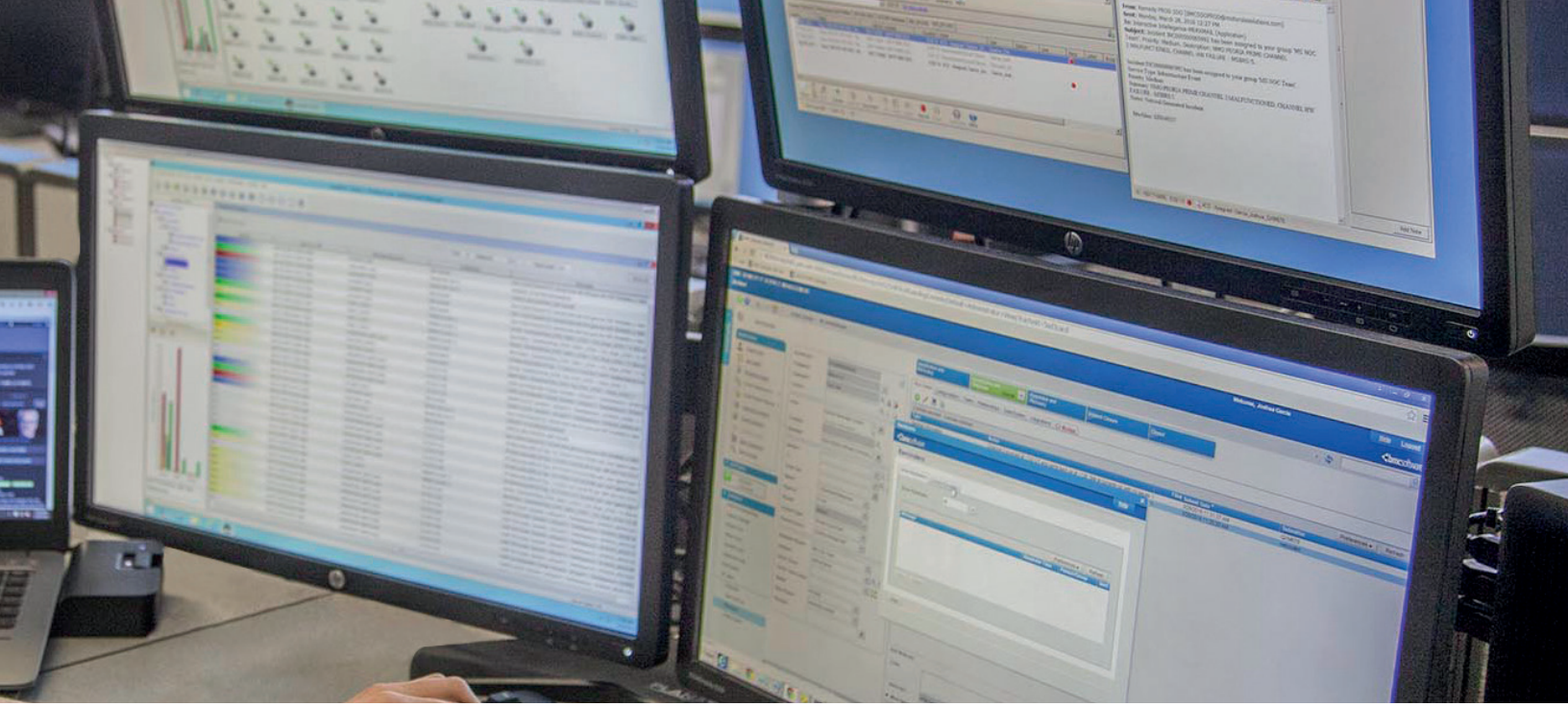
AUTOMATION AND ANALYTICS

- Predictive and prescriptive analytics for system monitoring
- Machine learning to continuously optimize system performance
- Chatbot for self-service and enhanced end-user experience
- Sensor-based diagnostics to proactively monitor ecosystem health and resolve issues
- ActiveEye security platform to detect and respond to cyber threats 24/7

MISSION-CRITICAL ITIL FRAMEWORK

Motorola Solutions delivers high service availability with a well-defined framework.





The ITIL process has various stages, each focused on a specific phase of the service life cycle.

STRATEGY

We develop a deep understanding of our customers' operating procedures that directly informs our service strategy. Our experienced team draws on ongoing knowledge from our customers to develop the service delivery model, ensuring that the service architecture, policies and processes meet your needs. A robust governance model ensures secure data management and information flows.

SERVICE DESIGN

Motorola Solutions designs and implements a comprehensive solutions and services architecture with built-in security. Automation, analytics and other leading-edge technologies are included as a part of the service design.

SERVICE OPERATIONS

Well-defined procedures and processes ensure that all the day-to-day management and support activities are running smoothly, such as network and security operations and service desk. Escalation handling processes are also documented.

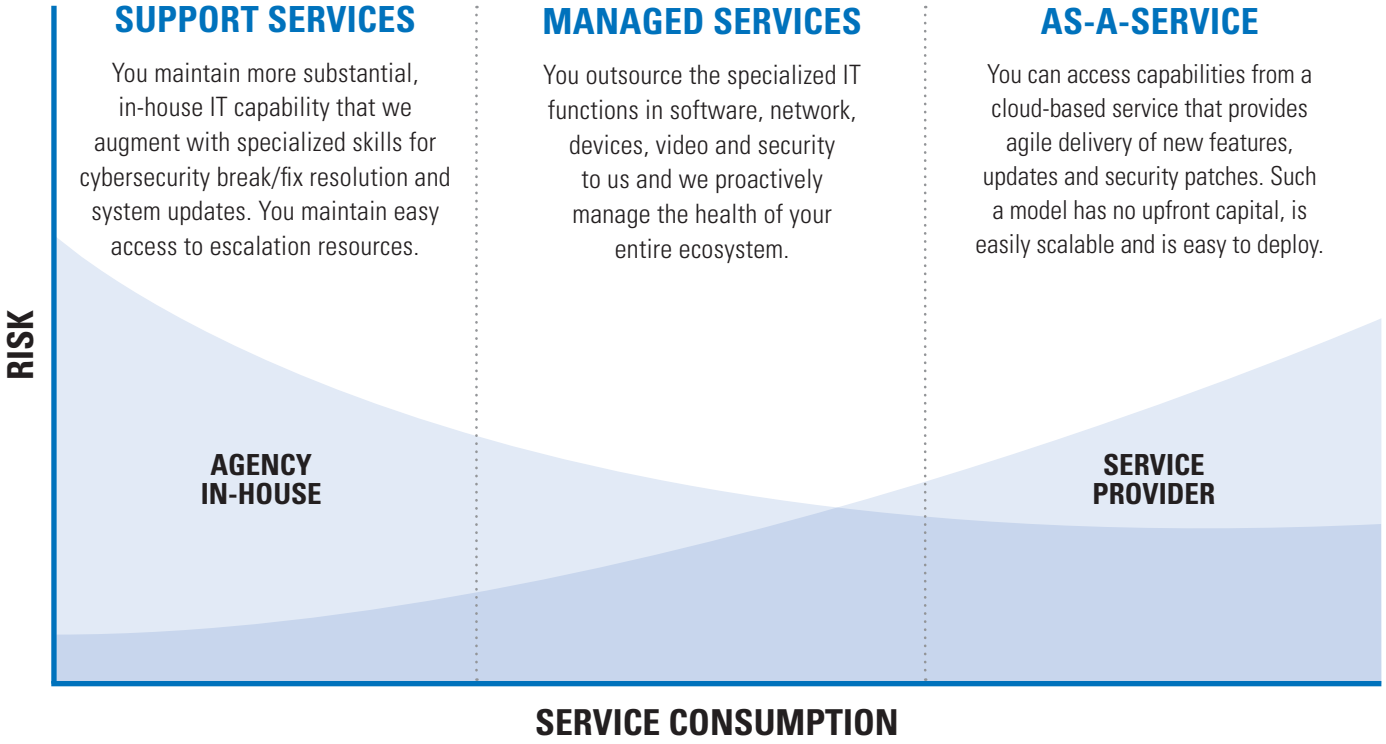
SERVICE TRANSITION

We help you with onboarding, documenting SLAs while ensuring you are comfortable with the processes, procedures and changes. All services are tested and validated before release. With change management, we control any changes to configurable assets or system activities, ensuring that they are implemented with minimal disruption and risk. Configuration management verifies that system change requests are expeditiously fulfilled while managing comprehensive records and accurate views of release information.

OUR EXPERIENCED TEAM DRAWS ON INTIMATE KNOWLEDGE FROM OUR CUSTOMERS TO DEVELOP THE SERVICE DELIVERY MODEL, ENSURING THAT THE SERVICE ARCHITECTURE, POLICIES AND PROCESSES MEET YOUR NEEDS.

SERVICE CONSUMPTION MODELS

We provide flexible options in-line with your business and IT needs.



SERVICE MANAGEMENT PORTAL

Get visibility into your system with a web-based portal.

We understand that it is critical for you to have full visibility into the performance of your entire technology ecosystem. Our web-based management portal, MyView, provides actionable insights into your system status and health, allowing you to keep an eye on the health of your mission-critical ecosystem. MyView provides quick, easy insight into your network, devices, security, software and services delivery status.

MyView Portal provides technical support details on your open cases and repairs, available software updates, and recent orders. You can view proactive notifications on upcoming events, and secure messages between you and your Motorola Solutions contact.

With a friendly user interface you can get access to graphical reports showing your current and historical data for network availability, coverage, capacity, security and network monitoring cases, average resolution time for all cases and more. Graphical case reports are also available for technical support, returned material authorizations and on-site dispatch.

GLOBAL SCALE AND EXPERIENCE

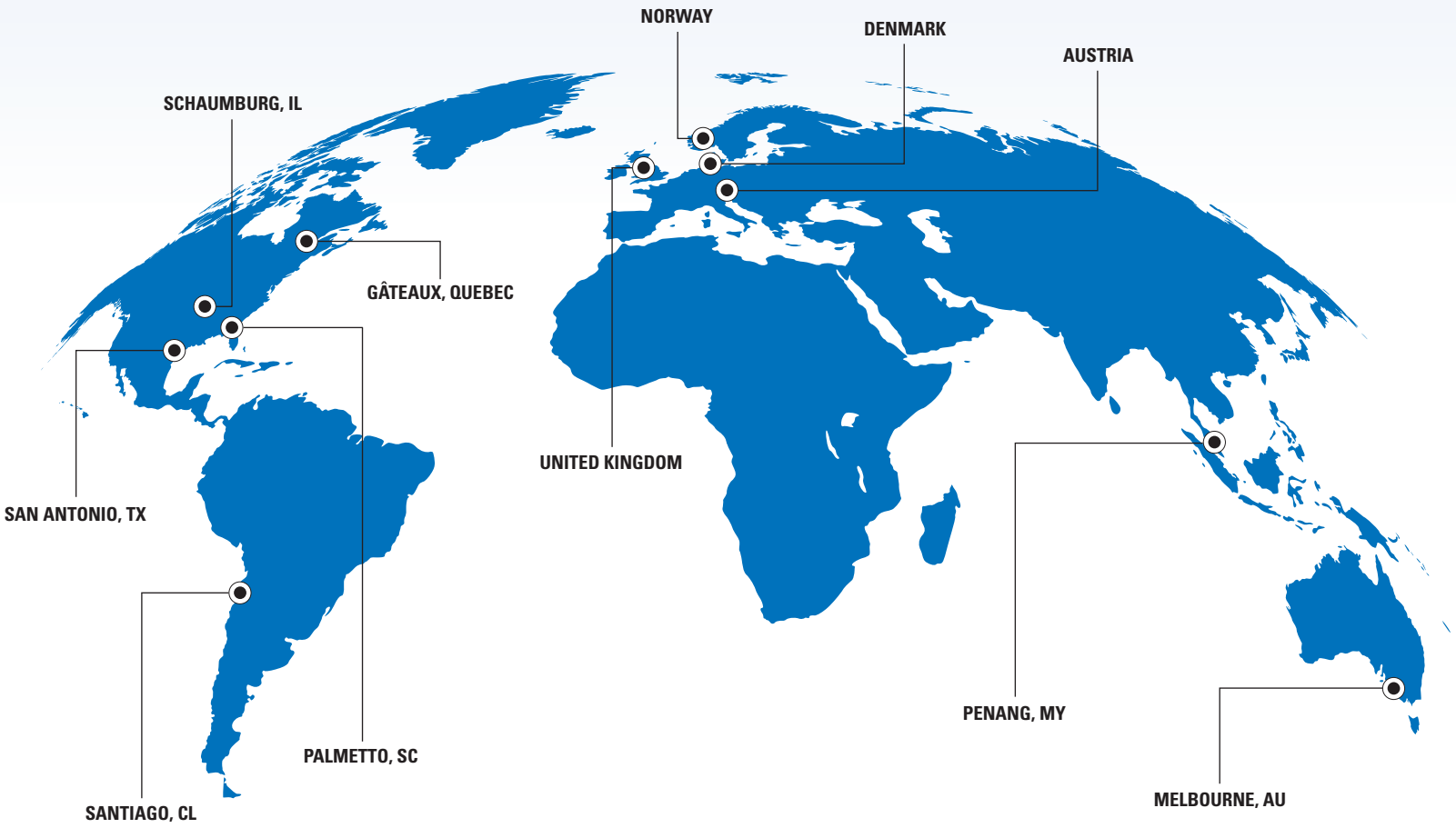
4M
USERS UNDER OUR MANAGED SERVICE

9B
CYBER EVENTS PROACTIVELY MONITORED EACH DAY

13K
SYSTEMS INSTALLED

100K
CUSTOMERS ACROSS 100 COUNTRIES

90+
YEARS OF EXPERIENCE



NETWORK AND SECURITY OPERATIONS CENTERS

WORLDWIDE EDUCATION

Motorola Solutions Worldwide Education bundles equip users with the knowledge and skills they need to complete their work confidently and efficiently. Both our live and online training courses prepare your team to achieve desired organizational efficiency and outcomes by ensuring that they have the knowledge, skill and competency needed to interact with your Motorola Solutions technology investment. Our wide range of Training Performance Monitoring & Assessment (TPMA) standard course packages support the success of your employees and your technology infrastructure to help your business operate without interruption and to safeguard communities and workplaces.

ASTRO TRAINING

Prepare your team to operate, administer, and maintain your ASTRO Systems, achieving optimal organizational efficiency. Our ASTRO Hub offers a variety of teaching methods and courses to provide timely, relevant and custom-fit training for your needs. We provide user transcripts and training history so customers can identify areas of improvement and build skills within the agency.

CYBERSECURITY TRAINING

Investing in your front-line defense with continuous cyber learning provides the opportunity for employees to both learn new skills and develop existing ones, ensuring that knowledge remains fresh and that employees remain confident in their abilities. Our flexible training programs cover top cybersecurity concerns such as cloud security, incident response management, risk management and privacy planning and Telephony Denial Of Service (TDOS)/Distributed Denial Of Service (DDOS) attacks. We work together with your organization to bring a portfolio of credentials that are part of a holistic, programmatic approach to security and privacy.

DEEP MISSION-CRITICAL SKILLS AND EXPERIENCE

Having domain expertise around traditional two-way radio systems is a baseline requirement for any service provider. That expertise should extend to managing change, cloud-based solutions, new machine-learning and artificial intelligence technologies, security, software and video solutions and most importantly, successfully managing integration across all of these platforms. The service provider should be constantly investing in knowledge sharing, training and communication of best practices to ensure that their skill set stays sharp and is always relevant.

SOFTWARE TRAINING

Our Software Training Services will assist your agency personnel and technology infrastructure in working together efficiently to maximize the value of your communication technologies. Whether your organization is new to our latest innovations or has years of experience with us, our Software Training Services team helps expand your personnel's skills and knowledge for the full application of your technology investment through immersive, hands-on experiences, expert lab environments, or online learning. Starting with professionally developed, real-world application and content, we always design your training with the learner in mind.

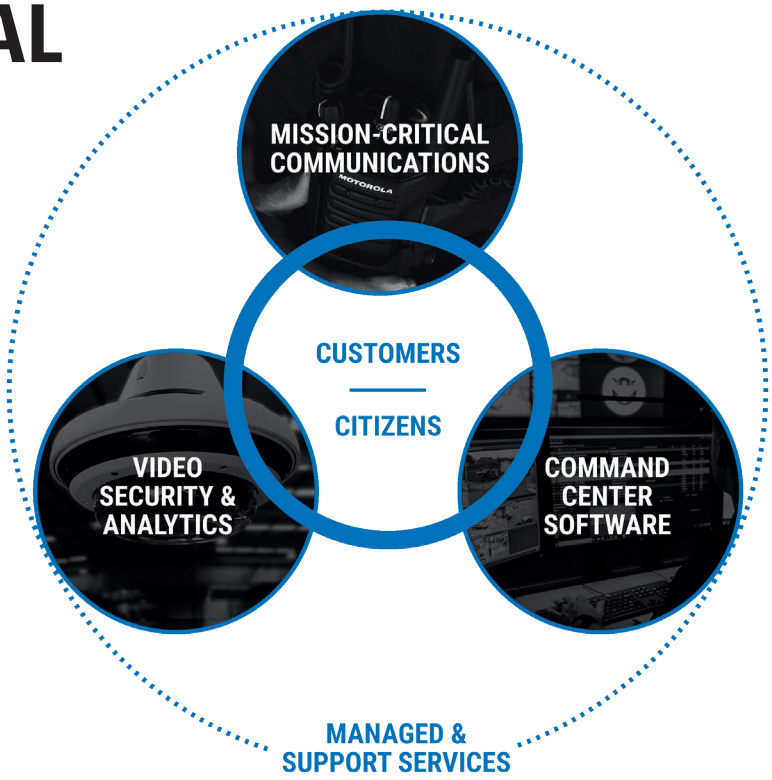
MISSION-CRITICAL ECOSYSTEM

Complexity managed.
So your technology is 'always on'.

Whether managing everyday routines or major disasters, your technology must be ready. Our mission-critical rigor to people, process and tools centralizes operations so you can stay focused on your mission and not the technology.

From everyday technical support, to 24/7 monitoring and management, and cybersecurity, your technology ecosystem is assured for resiliency, availability and responsiveness, secure from threats and always current with technology advancements.

The complexity of managing networks, devices, software, video and security is unified, and your total cost of ownership is predictable. And in an environment of sophisticated threats, you can shield your operations to identify, prevent and respond to cyber attacks, and make sure your system is always on and never failing.



AT MOTOROLA SOLUTIONS, WE CONNECT AND CREATE A SAFER WORLD.

NOTES

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