



SIMPLIFY RADIO PROGRAMMING AND OPTIMIZE FLEET PERFORMANCE

DEVICE PROGRAMMING AND PROVISIONING SERVICES

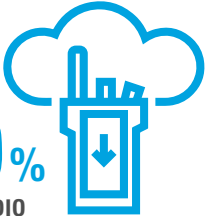
Radio performance is critical to an effective mission-critical operation. Your users rely on their radio to be available and connected. You count on the radio to operate at optimal efficiency. Having up-to-date software and firmware feature sets is critical to effective communications. According to a survey of public safety radio managers, 70% of them wait until something breaks to perform maintenance¹. Staying current and managing the ever-increasing radio complexities are putting relentless pressure on in-house radio management teams.

INCREASING COMPLEXITY

New technology features, dynamic talkgroups and need for security updates demand constant radio updates. It is often difficult to keep staff up-to-date on the latest technologies. In addition, constantly programming radios is a time consuming and complex process which further challenges in-house resources, especially in lieu of shrinking budgets. When asked, 55% of public safety organizations find it a challenge to maintain qualified in-house talent².

PROACTIVE FLEET MANAGEMENT

Are you reactive or proactive when it comes to maintaining your radio fleet? Are you operating outdated software? Motorola Solutions offers device programming and provisioning services to ensure that your fleet is always fully optimized with the latest software and security updates. With decades of experience and extensive technical knowledge coupled with industry leading tools, our team of experts can help you to maximize efficiency and improve radio fleet performance.



59%
SAY RADIO PROGRAMMING COMPLEXITIES ARE A SIGNIFICANT CHALLENGE³

FASTER AND SIMPLIFIED PROGRAMMING, SOFTWARE AND SECURITY UPDATES

Motorola Solutions' flexible programming and provisioning services are designed to reduce risks, optimize costs and provide end users a better experience with up-to-date and fully operational devices. These capabilities are offered as a subscription service, providing a more predictable opex model.



TIME SAVINGS

UPDATES USING
CURRENT ON-PREM
METHODOLOGY



OVER-THE-AIR
PROGRAMMING
WI-FI / USB



Programming allows you to push specific information and features from the customer code plug template to the radio itself. Provisioning is a way to add unique device identifiers to the system infrastructure, so the network is aware of the device and its feature set. Our services include:

BATCH PROGRAMMING

Maintaining your radio fleet doesn't have to be expensive or time-consuming. With Batch Programming, up to 16 radios can be simultaneously programmed or upgraded via an Over-The-Air-Programming (OTAP), USB or Wi-Fi connection. Instead of programming one radio at a time, this approach can streamline physical radio programming and reduce programming time from days to hours, saving costs.

CENTRALIZED DATABASE HOSTING

Keeping track of radio fleet information can be a challenge. We offer a centralized hosted database service to securely manage and maintain device information, manage code plug history, and track and view each radio in the fleet. Unique code plug templates are centrally stored, making it easy to upgrade new or existing equipment. Programming jobs can be pre-scheduled to support other network requirements for greater operational efficiency.

ON-SITE SET-UP AND TRAINING

Our technical teams can help your organization set-up provisioning and programming processes to make you more effective in managing your fleet of devices. We will train your staff on the radio management software and radio commissioning in the radio management database, enabling your team to configure radio channels, set up talkgroups, provide site access and establish user IDs.

MOTOROLA SOLUTIONS - YOUR TRUSTED PARTNER

We believe that our set of highly knowledgeable people with industry certifications and mission-critical expertise, industry-leading ITIL process for centralized service delivery and governance, and state-of-the-art tools allow us to provide superior device services that address your needs today and in the future.

GLOBAL EXPERIENCE

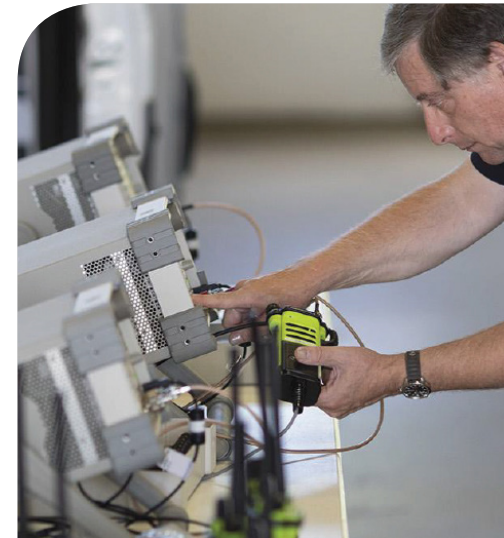
4M
USERS UNDER OUR
MANAGED SERVICE

20M
EVENTS PROACTIVELY
MONITORED EACH DAY

13K
SYSTEMS
INSTALLED

100K
CUSTOMERS ACROSS
100 COUNTRIES

90+
YEARS OF
EXPERIENCE



DEVICE SERVICES HELP MANAGE DUPAGE COUNTY'S FLEET PERFORMANCE

"Motorola Solutions has a complete line of device services from the set-up, to radio commissioning, database hosting and software support; whatever an agency might need to make sure radios are ready to perform for their agencies."

John Lozar,
System Coordinator,
DU-COMM⁴

For more information on our Device Services contact your Motorola Solutions representative or visit us at www.motorolasolutions.com/deviceservices

Resources

- 1 Motorola Solutions APX Two-Way Radio Management Survey
- 2 Motorola Solutions APX Two-Way Radio Management Survey
- 3 Motorola Solutions APX Two-Way Radio Management Survey
- 4 DuPage County Case Study



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