Managed and support services for MOTOTRBO Ion

Improved device performance and reliability

Your needs

In an increasingly uncertain world, keeping your operations efficient, secure and cost-effective are major challenges. For everyday routines or in the event of a crisis, you need a reliable handheld device that brings together the right technology and services solution to overcome complexity, accelerate performance and manage costs – so that your people can focus on the day-to-day operations, not the technology.

Staying current and managing the ever-increasing smart radio complexities are putting relentless pressure on in-house smart radio management teams. As technology evolves, hardware repair and technical support capabilities are some of the critical service capabilities that are needed for your business-critical communication systems to work optimally. Maintaining and managing smart radios is vital to keep your smart radio fleet up to date and secure.

Having a well-defined approach to tracking, managing and updating all the connected smart radios, together with applying the latest functionality and security features can help optimise fleet performance.

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MOTOROLA *SOLUTIONS*

The solution:
Service capabilities

You can rely on us to help you maximise the value of your smart radio investments with the right level of services designed specifically for your needs. We bring a range of service capabilities that you can choose through our various devices service packages.

Key service features

Technical support

Our experienced technologists are available to help isolate and resolve any issues you may have with your smart radios. With an extensive knowledge base, trained and certified technical engineers and leading standards for escalation procedures, this team can troubleshoot and provide prompt resolution to your technical device issues. Motorola Solutions understands the importance of maintaining the smart radio fleet to its optimal performance. That's why we apply leading industry standards to record, monitor, escalate and report technical service calls from our customers.

Software updates

Ensure continuous security, performance and enhanced functionality of your MOTOTRBO™ Ion business-critical handheld devices by getting access to certified and tested release software updates and upgrades. Regular software release updates protect and enhance operations to extend the lifespan of your handheld device. Planned updates can help minimise unforeseen costs and service disruptions and can expand the capabilities of the MOTOTRBO Ion devices for increased productivity, reliability and safety.

Hardware repair

With state-of-the-art diagnostic equipment, repair tools and replacement parts, your smart radio fleet components are protected in the event of an unexpected failure and are back in operation as soon as possible. When serviced, all device components are returned to you with original factory specifications and updated with the latest firmware. Plus, our service centres are certified to comply with ISO 9001, ensuring the highest quality repairs.

RadioCentral

RadioCentral allows you to manage and program multiple smart radios at a time. Cloud hosting enables smart radio codeplugs to be stored in a centralised database server allowing for remote configuration of data and remote programming of smart radios. A centralised database allows efficient organisation of codeplugs and makes it a one-stop shop for edits or changes to specific devices. A single codeplug can be used as a template, which can then be shared across multiple smart radios. Template edits may then be easily applied to all affected smart radios. Changes to a template or to an individual radio's parameters can be scheduled as a programming job. With batch programming, jobs can be scheduled through Over-The-Air-Programming (OTAP), or via USB or Wi-Fi connection.

Accidental damage

While our smart radios are built for superior performance, accidents happen. If required, we offer extended accidental damage coverage and support that includes repair and restoration of the device back to original factory specifications and a quick turnaround of the device back to you.

MyView portal

MyView is a web-based platform that gives you a transparent, single source view of fleet status and service delivery information to help make smarter, faster and more proactive decisions. With MyView portal you can view your smart radio data, service case history, firmware and software status information to ensure smooth running of your smart radios.

Choose the right level of managed and support services

With Essential services, we offer the tools and the expert support needed to efficiently manage your smart radio fleet, and optional enhanced and extended cover can be added with Advanced services for additional peace of mind. With device managed services, you transfer your MOTOTRBO device operations, including full service programming, to our service professionals, allowing your team to focus on its primary responsibilities.

MOTOTRBO Ion

SERVICE OFFER	ENHANCED WARRANTY (INCLUDED)	ESSENTIAL SERVICE (OPTIONAL)
Hardware repair (5 year defects, wear & tear and accidental damage)	–	Optional
Hardware repair (5 year defects plus wear & tear)	–	Optional
Hardware repair (2 year manufacturer defects only)	✓	✓
RadioCentral	✓	✓
MyView portal	✓	✓
Technical support (5 year, 8/5)	✓	✓
Software updates (5 year)	✓	✓

Motorola Solutions - your trusted partner

We believe that our highly knowledgeable people with industry certifications and mission-critical expertise, state-of-the-art tools and international standards-compliant processes for service delivery and governance allow us to provide superior services and support to address your needs today and in the future.

ISO 20000

Requirements for an organisation to establish, implement, maintain and continually improve a service management system

ISO 27001

Guidance for establishing, implementing, maintaining and continually improving an information security management system

ISO 9000

A family of standards that help organisations improve the quality of their products and services and consistently meet their customers' expectations

To learn more, visit: **motorolasolutions.com/ion**

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