Customer Hub

Our self-service portal for managing your account, devices and systems

A seamless and efficient customer support experience is essential to keep your operations running smoothly. Customer Hub is a centralized web portal that offers a comprehensive suite of self-service solutions as well as tools to quickly contact our support teams. It enables you to access information about your Motorola Solutions systems and devices in one place as well as an easy-to-use interface that's available online 24/7 from your desktop, tablet or web browser.

User-friendly layout for easy navigation

With Customer Hub, you have access to a variety of self-service solutions, tools and dashboards that show current data. You can track cases from creation to resolution, see and update case management details, submit a repair request, search for self-help articles and much more. Access to these features and reports provides you with valuable information to assist you in making data-driven decisions and help keep your devices and infrastructure running efficiently.

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The Customer Hub portal focuses on four key areas:

Visibility

Accurate and accessible data is key to proactive system management. Calling to get updates on services and incidents is time-consuming and adds another step to your to-do list. Customer Hub gives you real-time insights into incidents and service outages.

Notification

Customer Hub is your go-to place to see system notifications about recommended updates as well as any available software releases and security patches. You can also view on-site preventive maintenance schedules, which can help you prepare beforehand and experience more efficient updates and upgrades. Contract information is also available in Customer Hub, with a 30/60/90 day window for renewals.

Action

If an issue arises, Customer Hub helps you communicate more effectively with our support and repair teams. The portal provides you with a way to easily create technical and non-technical support cases or initiate repair requests. You can also check the status, provide additional information or request a case be closed.

Communication

Customer Hub enables you to securely communicate with your Motorola Solutions support team to resolve issues faster and more efficiently. You can also exchange messages with our technical support team on case information and updates as well as view a history of previous requests.
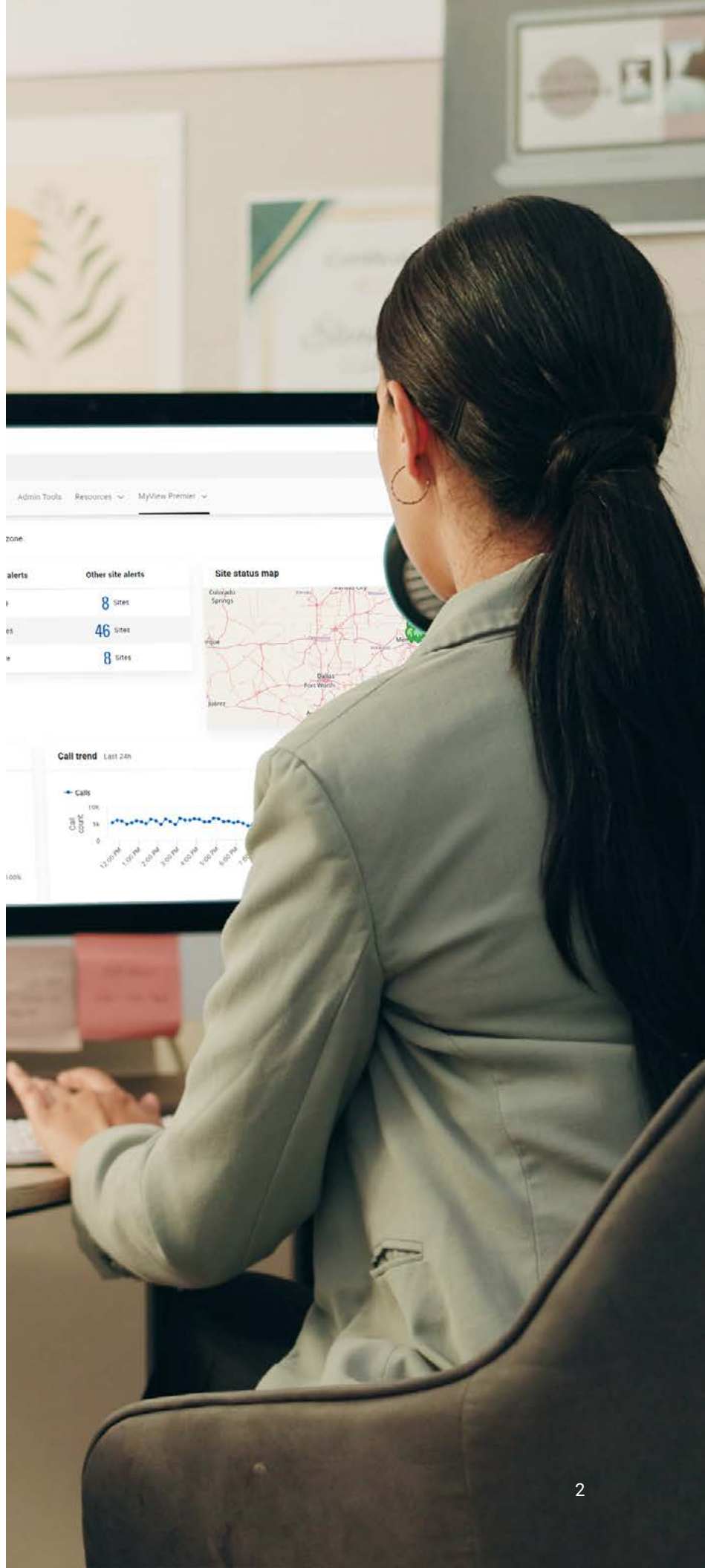
Consolidated account management features

Get access to a broad range of options to manage your account, all within a single portal. Admin tools enable you to control who has access to specific features based on their role. Account management capabilities include:

- Case management: view, update and submit support cases and access historical case data

- Device and infrastructure repair management: create, view, update and submit repairs and access historical repair data

- Order management: submit and view orders, including historical order information

- Service coverage: view service coverage by serial number for devices and infrastructure

- Service contracts: see all current or expired contracts and statuses with start and end dates

- Document center: upload and organize documents that can be shared with users

- Administrator tools: ability to invite users as needed with enterprise administration and registration

- Billing management: view current and historical order information and pay invoices

- Subscription management: monitor and view your device contracts

- Serial number lookup: search for your devices by their unique identifiers

In addition to easily managing your account, you'll also get access to:

- Best-practice articles via Knowledge Base
- Live chat with a Motorola Solutions representative
- Product documentation
- Product and Motorola Technical Notifications (MTNs)
- Sales and customer support contact information
- Links for legal documentation

Premier customers have additional access to on-demand reports showing current or trending data related to:

- Technical support
- Equipment repairs
- Preventive maintenance
- Onsite dispatch
- Network monitoring

Premier customers also have access to performance management data, which includes:
- Device status
- Site infrastructure status
- Performance trends

Please note that your specific set of features in Customer Hub may vary depending on your user permissions. User permissions can be changed by your organization's administrator.

Registering for a Customer Hub account also provides access to the following:

Support page

Find manuals, user guides, helpful resources, FAQ and support contact details

Knowledge search

Browse through documentation, technical and services articles

LXP (Learning Experience Portal)

Access training courses consisting of short videos

Chat

Talk with our experienced agents

How to access Customer Hub

Get started by logging on to your account at **customerhub.motorolasolutions.com**.

To learn more, visit: **www.motorolasolutions.com/customerhub**

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