VideoManager EL

On-Premises Service Offers

Focus on your mission

With a sophisticated evidence management system it is important to have support that fits your agency's needs. The VideoManager EL On-Premises Service Offers help you maintain your evidence software and hardware after deployment.

Post-deployment support

Troubleshoot, diagnose, resolve system issues and minimizing future issues.
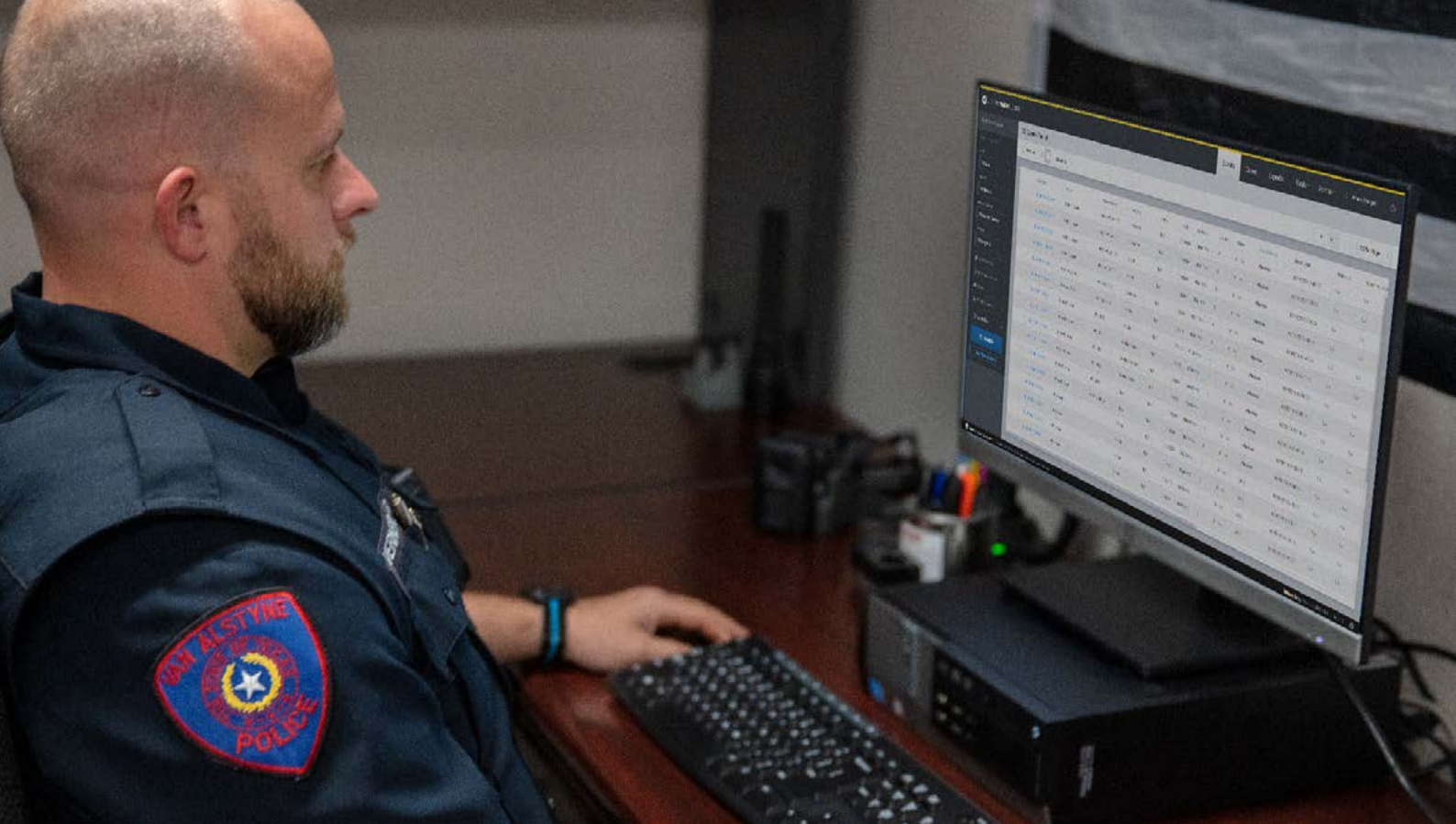
Flexible offers

Choose a level of service that fits your agency's needs, whether self-maintained or managed by Motorola Solutions.

Streamline your operations

An option to have a remote or onsite administrator help maintain your mobile video system.

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Packages

VIDEOMANAGER EL ON-PREMISES	ESSENTIAL	ADVANCED	ADVANCED PLUS
After 3 or 5 year term of coverage, 1 year coverage term renewal	✓	✓	✓
Tech Support 8 hours, Mon-Fri	✓	✓	✓
SW Assurance and Maintenance	✓	✓	✓
Infrastructure HW Repair	✓	✓	✓
Enhanced Tech Support 24/7	N/A	✓	✓
Remote Server Health Checks	N/A	✓	✓
Preventive Maintenance	Optional	Optional	✓
Remote System Admin	Optional	Optional	✓
Onsite System Admin	Optional	Optional	Optional

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