

MOTOTRBO™

Capacity Max Services

For the long term

MOTOTRBO Capacity Max systems are supplied as standard with an Essential Software package to provide five years of software updates, optional hardware repair and more. But keeping your systems operating at peak performance in the long term requires planning and continuous attention.

With Essential and Advanced service options you can ensure you have the latest features and technology upgrades, all while simplifying the process, providing predictable operating costs and reducing the administrative burden for your team.

→ Simplify system lifecycle planning

MOTOTRBO Services help ensure infrastructure remains eligible for software updates, and provides system server hardware refreshes as needed.

→ Maximize system performance

MOTOTRBO Services allow you to take advantage of our most advanced features, new technologies and integration functionality to help maximize the performance of your MOTOTRBO system.

→ Increase Network Availability

Take care of issues before they lead to downtime with remote health check. Motorola Solutions' technical support operations team proactively detects, identifies and reports system issues along with recommended actions to ensure issues can be resolved immediately.

→ Lower total cost of ownership

When lifecycle costs arise, unbudgeted repairs or replacement can impact your business. Capacity Max service packages consolidate the entire system lifecycle software management cost into a predictable expense. With the Advanced service package's hardware refresh option, customers can control the cost of their system and avoid major capital expenses later on.



Feature summary:

	Included:		
	Essential Software	Essential	Advanced
2 Year Manufacturing Warranty (Server) Receive a two year warranty to cover defects in materials or workmanship	●	●	●
Remote Technical support Telephone support to help resolve technical issues with your system	●	●	●
Access to Software Updates Benefit from the latest features, enhancements and bug fixes for your Capacity Max System Server (CMSS), and repeaters	●	●	●
Hardware Repair Depot repair of failed CMSS hardware to manufacturer's specifications	—	●	●
Annual Remote Network Health System performance reports for visibility into the system's health, to help inform maintenance and upgrade decisions	○	○	●
Server Hardware Refresh Replace CMSS hardware that can no longer be supported and rehost license	—	—	●
Server License Provisioning CMSS server license provisioning for server hardware refresh	—	—	●
Field Support Service* Choose expert support for pre or post system install <small>*Not available in Australia and New Zealand</small>	○	○	○
Support Duration	5 Years	5 Years	7 Years

● Included ○ Optional ● Choose one or both

To learn more about MOTOTRBO service offers, visit:
motorolasolutions.com/en_us/managed-support-services/infrastructure/services-mototrbo-systems.html

