



# MANAGED AND SUPPORT SERVICES FOR MXP600

## EFFICIENTLY SECURE AND MANAGE YOUR RADIO FLEET

### YOUR NEEDS

Radio performance is critical for effective mission-critical operation. Your users rely on their radios to be available and connected. Having up-to-date software and firmware features sets us vital to effective communications. Staying current and managing the ever-increasing radio complexities are putting relentless pressure on in-house radio management teams.

As technology evolves, hardware repair and technical support capabilities are some of the critical service capabilities that are needed for your mission-critical communication systems to work optimally. Maintaining and managing radios is vital to keep your radio fleet up to date and secure.

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

### INCREASING COMPLEXITY

# 59%

of radio managers cite increased programming complexities as a major challenge<sup>1</sup>.

### PERFORMANCE ISSUES

# 70%

of radio managers wait until something breaks to perform maintenance<sup>1</sup>.



## THE SOLUTION: SERVICE CAPABILITIES

You can rely on us to help you maximize the value of your radio investments with the right level of services designed for your needs. We bring a range of service capabilities that you can take advantage of through one of our three device service packages<sup>2</sup>: Enhanced Warranty, Enhanced Warranty with Hardware Repair, and Enhanced Warranty with Hardware Repair and Accidental Damage.

## CHOOSE THE RIGHT LEVEL OF MANAGED AND SUPPORT SERVICES

### SERVICE-AT-A-GLANCE



Please check with your account manager for coverage period options



## KEY SERVICE FEATURES

### ACCESS TECHNICAL SUPPORT AND SERVICE DESK

Our experienced technologists are available to help isolate and resolve issues by offering 24/7 over-the-phone service desk technical consultation. With an extensive knowledge base, trained and certified technical engineers, this team can and provide prompt resolution to your technical device issues. At Motorola Solutions, we understand the importance of maintaining the radio fleet to its optimal performance. That's why we apply industry-leading standards to record, monitor, escalate and report technical service calls from our customers.

### RELY ON HARDWARE REPAIR

With state-of-the-art diagnostic equipment, repair tools and replacement parts, your radio fleet components are protected in the event of an unexpected failure and are back in operation as soon as possible. When serviced, all radios are returned to you with original factory specifications and updated with the latest firmware. Plus, our service centers are certified to comply with ISO 9001, ISO 14000, ATEX, IECEx and TIA ensuring the highest quality repairs.

### COVERAGE FOR ACCIDENTAL DAMAGE

No questions asked. Radios are protected from accidental breakage, chemical or liquid spills and physical damage. This service covers displays, screens, frames, covers, crushed components, shields, and circuit boards. While our two-way 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 your original factory specifications and a quick turnaround of the device back to you.

### SOFTWARE MAINTENANCE

Ensure continuous security, performance and enhanced functionality of your MXP600 Mission-Critical TETRA portable radios by getting access to certified and tested release software updates and upgrades. Regular release software updates protect and enhance operations to extend the lifespan of your MXP600. Planned updates can help minimize unforeseen costs and service disruptions and can expand the capabilities of the MXP600 for increased productivity, reliability and safety.

## FOR ASSURED MISSION CRITICAL PERFORMANCE



### MANAGE PERFORMANCE

Superior first responder experience with up-to-date and fully operational radios



### MANAGE COMPLEXITY

Maximize efficiency of maintaining your device fleet while addressing technology evolution



### MANAGE COSTS

Flexible service packages that helps with a more predictable cost model

## 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.



For more information, please visit  
[www.motorolasolutions.com/deviceservices](http://www.motorolasolutions.com/deviceservices)

**NOTES**

1 [www.motorolasolutions.com/content/dam/msi/docs/services/apx-survey-demand-gen-infographic.pdf](http://www.motorolasolutions.com/content/dam/msi/docs/services/apx-survey-demand-gen-infographic.pdf)

2 Please check with your account manager for coverage period options



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