

Brochure



Avtec Scout

# ScoutCare & ScoutCare Plus

Post-warranty maintenance and support



# Protect. Enhance. Support.

ScoutCare™ and ScoutCare Plus™ are Avtec's licensed, post-warranty maintenance and support programs. They keep your team up and running today with technical training and 24/7/365 US-based support — all while keeping an eye on tomorrow as we continually develop new capabilities, feature enhancements and technology integrations. ScoutCare and ScoutCare Plus ensure your investment is protected with the latest security features, including access control, encryption and audit trails. And both programs help you increase efficiencies and control costs by budgeting and planning in advance for maintenance and upgrades.



# Why choose ScoutCare?

## 24/7/365 technical support

Should the unexpected occur, ScoutCare ensures incidents are resolved quickly, with minimal demand on your resources. Your ScoutCare subscription means you and your team can count on immediate technical support from our US-based experts, any hour of any day.

## Reduced security risk

With our team focused on software development and testing, you can rely on ScoutCare to keep your radio dispatch consoles secure and mitigate ever-changing cybersecurity threats.

## Continual software upgrades

You'll always have the latest Scout releases and patches—they are included as part of your ScoutCare subscription. These ongoing improvements and product enhancements mean the leading voice communications tools and technologies are always at your disposal and will integrate with your entire dispatch communications system.

## Technical training and knowledge base

As part of your ScoutCare license, your team receives two seats each year to attend Scout training, either at our facility in Lexington, SC, or online. Plus, you'll have access to Avtec Connect, our web-based portal featuring product documentation, software release notes, training videos and other helpful information.

## Lower total cost of ownership

ScoutCare allows you to set your console maintenance and support budget in advance. And with the program's continual security updates and feature enhancements, you extend the lifespan of your technology investment.

## Hardware maintenance options\*

If desired, you can add on ScoutCare hardware support, which provides repair and replacement of Avtec hardware products and accessories. We'll even provide advance replacement equipment and expedited shipping options in the event that an urgent repair takes your hardware out of service.

# Why choose ScoutCare Plus?

ScoutCare Plus\* includes all of the above benefits, plus simplified and streamlined software updates via a secure portal. Update from anywhere, and on your schedule.

\* North America only

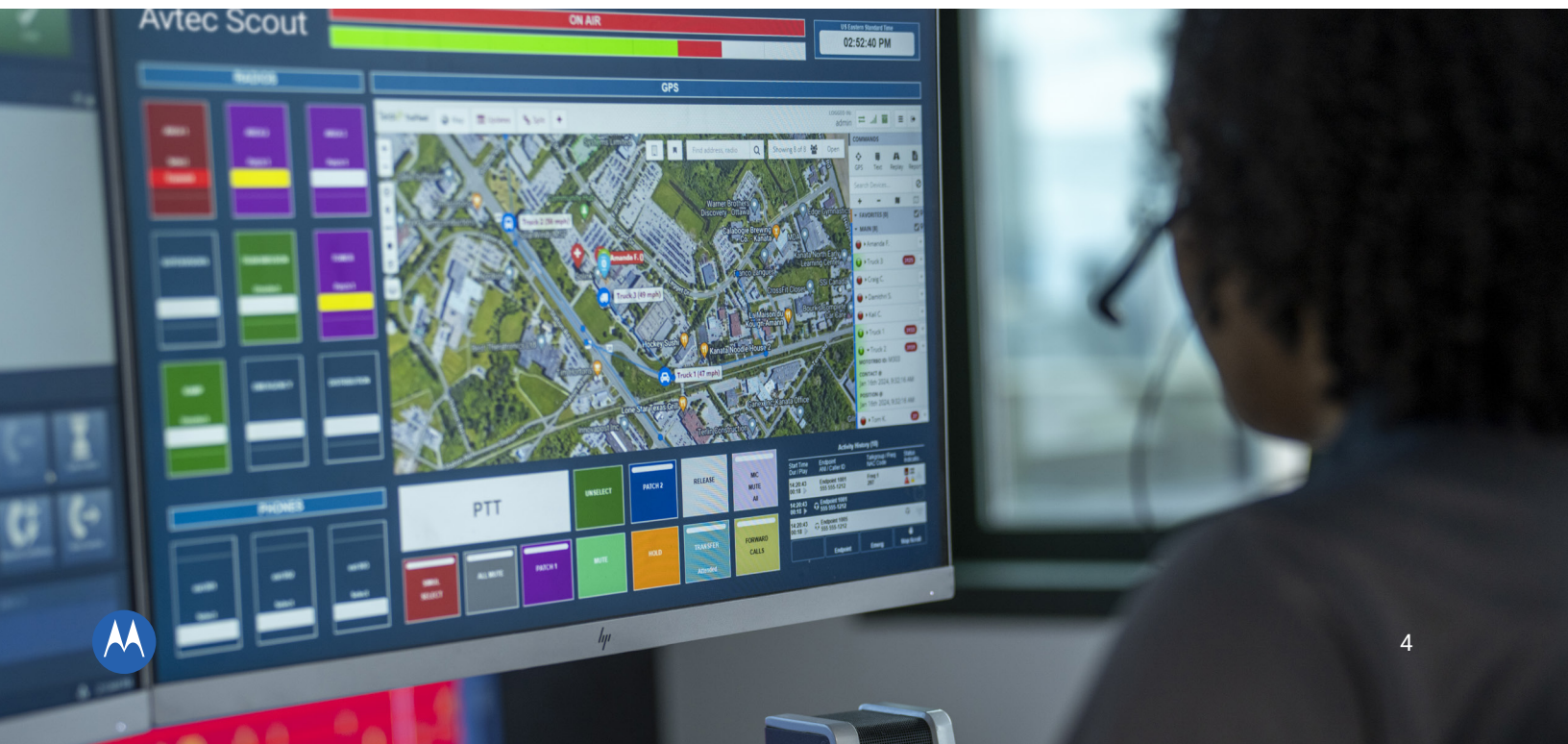




# At a glance: ScoutCare & ScoutCare Plus

Protect your investment and keep your dispatch center running smoothly with Avtec's ScoutCare solutions.

FEATURES	SCOUTCARE	SCOUTCARE PLUS
24/7/365 US-Based technical support	✓	✓
Access to new Scout features and Integrations	✓	✓
Security patches	✓	✓
In-person and online training	✓	✓
Unlimited access to Avtec Connect	✓	✓
Automated update delivery	✗	✓
Access to Scout's update portal	✗	✓
Update scheduling	✗	✓
Attended & unattended updates	✗	✓



# Simplify upgrades with ScoutCare Plus

Today's IT professionals are often pulled in many different directions and forced to get more done with fewer resources. We understand that your team has significant demands on their time, and we believe that software updates shouldn't be a drain on your resources.

With ScoutCare Plus\* you'll enjoy quick and painless software updates for Scout radio dispatch consoles. Users can easily take advantage of their ScoutCare Plus subscription with just a few simple clicks. Get access to the latest features and security updates while drastically reducing the amount of time and travel required to complete your upgrade process. With ScoutCare Plus, the days of manually executing upgrades one desk at a time are now a thing of the past.

Avtec is committed to releasing software updates multiple times each year in order to provide a strong security posture. With Avtec's ScoutCare Plus you can feel confident that your Scout software has the latest security features and a minimal attack surface. The Motorola Secure Cloud Platform is an encrypted pipe that ensures data integrity and safely delivers software to your Avtec system.



Choose how and when your upgrades are completed.

\* North America only



# Upgrades with ScoutCare Plus

Delivered directly to you and completed on your timetable.

1

## Avtec software release

A new version of Scout software is delivered to you via a secure cloud connection.

2

## New release notification

Receive a notification in the system portal and via email when a new release is available.

3

## Lab testing

Deploy the new release to a lab environment for testing.

4

## Schedule

Control how and when the upgrades are completed. Push the upgrade to individual consoles or console groups of up to 250.

5

## Upgrade

Multiple ways to upgrade.

### Attended:

Dispatcher receives an on-screen notification and may implement at a time that is convenient for them.

### Unattended:

Upgrade is performed as scheduled by admin.

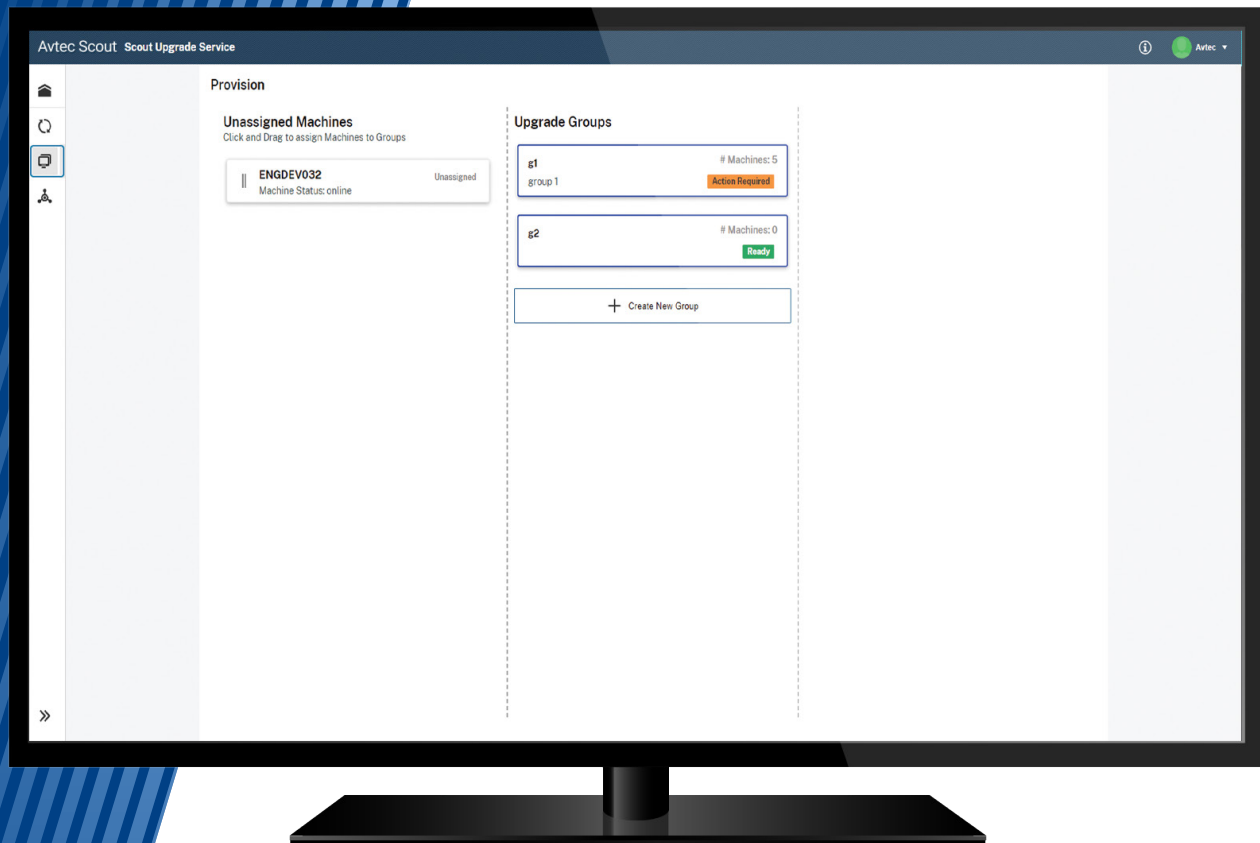
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## Track

Maintainers can track upgrade progress in the system dashboard.







# Update process features with ScoutCare Plus

ScoutCare Plus\* includes access to Scout's update portal. Deploy updates for your entire system and track their status right from your desk.

## Easy to use

No need to learn new or complex processes with a user-friendly drag and drop GUI.

## Secure solution

Receive software from a secure cloud platform. Component authentication to ensure products are genuine and untampered with.

## Upgrades on your schedule

Choose when to run the upgrades or allow dispatchers to run the upgrade as workloads permit.

## Hassle free upgrades with user defined options

Choose which consoles receive upgrades with configurable deployment groups.

\* North America only



# Benefits of simplified updates with ScoutCare Plus:



## Streamlined software upgrades

Reduced time investment to execute upgrades.



## Stay up to date

Keep your Scout radio dispatch system current with the latest software and security enhancements.



## Upgrade from anywhere

Upgrade consoles from a remote location. No need to travel or move desk to desk.



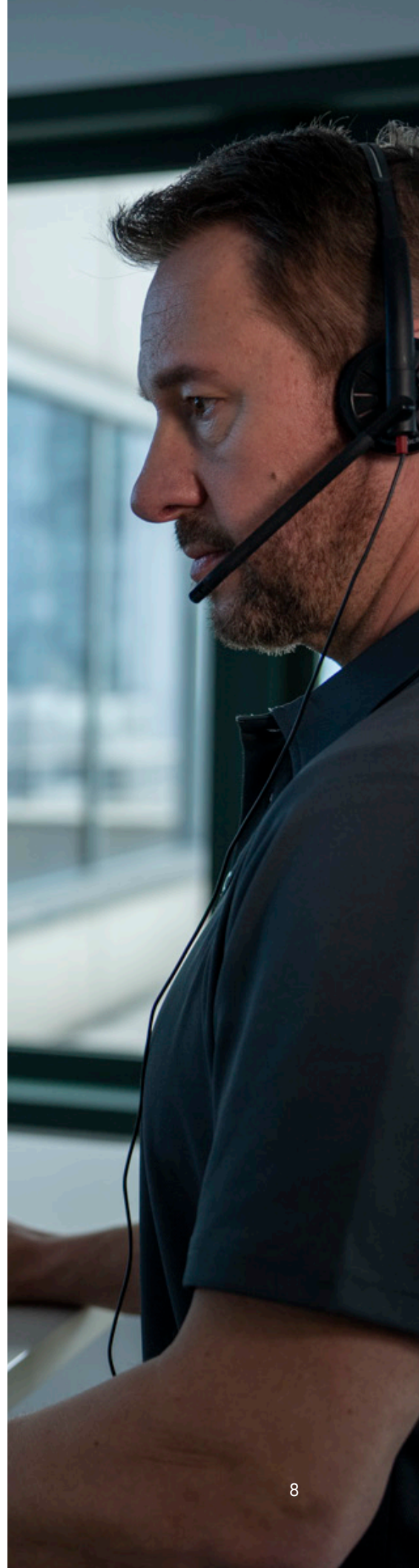
## Increased system visibility

Quickly see the software versions running on the console system.



## Reduce total cost of ownership

Lower your spend on system maintenance.







# One platform. Unlimited possibilities.

The Avtec Scout family of radio and voice solutions integrates all your communication center needs, whether simple, highly complex or somewhere in between. Discover how our solutions can adapt and scale to any environment. Feel confident in your ability to protect people, assets and livelihoods with the most efficient communications system.

For more information please visit:

[www.motorolasolutions.com/avtecscoutcare](http://www.motorolasolutions.com/avtecscoutcare)



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