



SERVICES FOR ASTRO RADIO SYSTEMS

**KEEP YOUR SYSTEM OPERATING AT PEAK PERFORMANCE
WITH SERVICE AND SUPPORT PACKAGES**



A CONTINUUM OF EXPERT SERVICES

When the unpredictable happens to your ASTRO® radio system, get the support you need to restore normal operation.

We can help you achieve your performance targets with the service level you need for your ASTRO radio system. Our different levels of support allow for flexibility to best match your requirements. Each package, from Essential to Premier, provides a higher level of support, transferring the risk and responsibility to Motorola Solutions.

DRIVE YOUR PERFORMANCE WITH THE RIGHT LEVEL OF SERVICE

RISK & RESPONSIBILITY



ENSURE CONTINUITY • ENHANCE PRODUCTIVITY • REDUCE RISK



ESSENTIAL

SUPPORT WHEN YOU NEED IT

Get access to technical support teams and the help you need for troubleshooting and maintenance activities.

REMOTE TECHNICAL SUPPORT

FOR YOUR TECHNICIANS

Get the help you need with access to experienced technologists to help troubleshoot and resolve system issues. Technical Support is delivered remotely by a staff of technical specialists skilled in diagnosis and swift resolution of system performance and operational issues.

NETWORK HARDWARE REPAIR

MINIMISE SERVICE DISRUPTION

We provide hardware repair for all Motorola Solutions manufactured and select third-party equipment. Our technicians troubleshoot, analyse, test and repair your equipment at our centralised facility. You will experience expert, high-quality, reliable support. And, the equipment you send to us will be returned to factory specifications and updated with the latest firmware.

SECURITY UPDATE SERVICE (SUS)

MITIGATE CYBERSECURITY THREATS

To help you maintain the operational integrity of your ASTRO radio system and minimise cybersecurity risk, we provide the latest security updates pre-tested in our dedicated system test environments running the same software version as your radio system to ensure no service disruption. Once validated, you can download and install these updates at your convenience.

SOFTWARE MAINTENANCE AGREEMENT (SMA)

EXTEND THE LIFE OF YOUR SYSTEM

Keep your system current with regular software updates. With a Software Maintenance Agreement (SMA), you get access to your system-related software for both Motorola Solutions provided and select third-party provided software for your ASTRO radio system. The SMA does not include required hardware that may be needed for the software.

ESSENTIAL

Software Maintenance Agreement



Security Update Service (SUS)



Network Hardware Repair



Remote Technical Support



ADVANCED

MAINTAIN PERFORMANCE

The Advanced package offers system updates to help keep your system on supported hardware and software releases and additional tools to gain deeper understanding of how your system is performing.

NETWORK UPDATES

EXTEND THE LIFE OF YOUR SYSTEM

Upgrading your radio system ensures you prolong the useful life as well as attain the most value from your investment. Network Updates provides lifecycle management of your ASTRO system ensuring your system is on supported hardware and software. These updates help to maintain reliable operations and cybersecurity protection. In addition, Network Updates keeps your ASTRO system compatible with expansion elements, as well as new products or features.

RADIOTRACKER REPORTING

GAIN INSIGHTS TO YOUR RADIO SYSTEM PERFORMANCE

RadioTracker Reporting provides both live views and historical reports available to give you insights about calls, radio affiliations as well as radio, console and talkgroup activity. Uncover cloned radios and other unexpected activity in your system.

RADIOTRACKER LOCATION

VISUALISE RADIO MOVEMENT ON A MAP

RadioTracker Location adds geolocation capabilities to RadioTracker Reporting. RadioTracker Location ingests GNSS location updates from your radios to provide real-time and historical information, along with a set of geolocation capabilities. This helps you visualise your radios' activities on a map, that in turn increases your analytical capabilities and helps you manage your resources more efficiently. With RadioTracker Location you can follow a radio, see a breadcrumb report, set geofences and more.

ADVANCED PLUS

IMPROVE RESPONSE

With Advanced Plus, you can focus on your primary mission while we monitor your system.

NETWORK EVENT MONITORING

RELY ON US TO MONITOR YOUR SYSTEM

When your users operate 24/7, you need someone who can keep watch over your radio system 24/7. We assess each alert with advanced event detection and use correlation algorithms to help determine the best response. We will restore operation remotely when possible or dispatch a local field technician when a hands-on approach is needed.

	ESSENTIAL	ADVANCED	ADVANCED PLUS
Network Event Monitoring			✓
RadioTracker Reporting w/ Location		Optional	Optional
RadioTracker Reporting		✓	✓
Network Updates		✓	✓
Software Maintenance Agreement	✓	✓	✓
Security Update Service (SUS)	✓	✓	✓
Network Hardware Repair	✓	✓	✓
Remote Technical Support	✓	✓	✓

PREMIER SERVICES

PREMIER

A PARTNERSHIP FOR ENHANCED SYSTEM PERFORMANCE

With growing technology requirements, evolving cyber threats and end-user demands, your system management responsibilities go far beyond hardware and software updates.

Don't shoulder the system management responsibilities on your own. With Premier Services, we take full accountability of day-to-day radio system and security operations so you can focus on your primary mission. Our experienced team manages and operates some of the largest and most complex government and private radio systems around the world. They focus on ensuring availability, maximising performance and expediting system requirements and technology changes.

We partner with you to meet your performance goals and relieve you of the financial and operational risks of managing your communication system. The Premier Services Package ensures your users have a secure and reliable network and fast deployment of network changes without the complexity and added risk of operating a critical communication network yourself. With industry-leading tools and defined SLAs, you will experience fast resolution of network issues, minimal interruptions and outages, and exceptional customer service.

Premier services includes services in the other packages as well as the following:

SERVICE DELIVERY MANAGEMENT

PERSONALISED SERVICE MEASURED BY SLAs

As a Premier customer, we will deliver on uncompromised service delivery management by providing oversight of the operational health of your radio system from service delivery through lifecycle support. Availability and Performance Management tools will be used to measure and track performance data to verify the system is meeting expectations. The dedicated resource assigned exclusively for premier customers will manage internal & external resources to deliver services and maintain compliance with contractual commitments.

CYBERSECURITY RISK ASSESSMENT

IDENTIFY AND PRIORITISE YOUR CYBER RISKS

A Cybersecurity Risk Assessment helps you to understand internal and external factors which may pose a threat to operations. We use a structured approach to identify, assess and manage cyber risks across your IT infrastructure. Our systematic and reproducible risk management approach offers a prioritised, risk-analysis report with a scorecard of actionable mitigation steps.



CHANGE MANAGEMENT

MINIMISE HUMAN ERROR

Ensure system changes are implemented only by qualified personnel. We will work with you to control and authorise changes to your radio system to minimise disruption and risk. Once authorised by all stakeholders, our trained personnel will implement changes and ensure all stakeholders are kept abreast.

PROBLEM MANAGEMENT

GET TO THE ROOT CAUSE

To minimise incident recurrence and more quickly resolve repeating incidents, we will investigate the underlying cause of repetitive, identical, or critical managed network element incidents. We will investigate, diagnose, and address the root cause of these issues, and will document known errors, fixes, and workarounds in a knowledge management database.

	ESSENTIAL	ADVANCED	ADVANCED PLUS	PREMIER
Service Delivery Management				✓
Cybersecurity Risk Assessment				✓
Change Management				✓
Problem Management				✓
Network Event Monitoring			✓	✓
RadioTracker Reporting w/ Location		Optional	Optional	✓
RadioTracker Reporting		✓	✓	✓
Network Updates		✓	✓	✓
Software Maintenance Agreement	✓	✓	✓	✓
Security Update Service (SUS)	✓	✓	✓	✓
Network Hardware Repair	✓	✓	✓	✓
Remote Technical Support	✓	✓	✓	✓



For more information, please visit: www.motorolasolutions.com/astro



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. motorolasolutions.com

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