



# Support and Service Centers

## Why Motorola Enterprise Mobility Services?

### Total Commitment, Total Support: Support Centers and Service Centers

Motorola is committed to keeping your enterprise mobility products up and running at peak performance. We have centralized our repair centers and backed them with a global support infrastructure to offer a total support solution, from telephone and Web support, to service center and on-site repair. This integrated support infrastructure enables us to deliver the high quality service and support you rely on.

#### Motorola Enterprise Mobility Support Center: Single point of contact

The support center is the first line of support and your single point of contact for your technical problem, question or support issue. Our specialists know enterprise mobility and our enterprise mobility products and are committed to your success, with:

- Rapid resolution: the support center's intelligent call management system routes calls and Web requests to a support specialist with expertise in your product
- Prompt results, with eight out of ten calls resolved the same day
- Entry to our level 1 and level 2 support engineers to help you get the answers you need, as well as non-technical support agents to assist you with general service inquiries
- Flexible help options with both telephone and online support available

#### Skilled global support in local languages

To support our global customers, we offer technical support in 14 languages. Our support specialists continually update their skills, averaging 240 hours of education annually per person on our enterprise mobility products, and emerging software and hardware technologies for both our products and third-party products.

#### Motorola Service Center Operations: Global efficiency for local effectiveness

When your product needs repair, Motorola's Enterprise Mobility Services centralized service operations deliver high quality service, backed by advanced capabilities to service the full range of enterprise mobility products.

#### Superior service delivery

Our ISO 9001 certified centralized service facilities offer enhanced capabilities and efficiencies:

- Lean manufacturing work cells specialize in specific product families for maximum repair effectiveness
- Support and product development engineers speed product enhancements that reduce repair frequency
- Full component and sub-assembly repair capabilities, including printed circuit board and liquid crystal display repair
- Repair to manufacturing specifications with automated final acceptance test capabilities to ensure that your product runs as efficiently as before
- Consistent global testing and repair processes, especially important for companies with operations that span national or international boundaries
- Prompt training on new products for all engineers and technicians, with standardized training and skills assessments
- Automated application loading and configuration management for repaired product that is ready right out of the box