



Services for Cable and Wireline Service Providers

Motorola's H&NM Services Values

Accelerate time to market: Stay competitive with rapid deployment of new services

Reduce costs: Contain costs on deployment, integration, and support

Maximize revenue and profits: Optimize operations, ensure service quality, increase customer loyalty, grow revenue and profit margins

Why Motorola?

Multi-technology experience that is unique in the industry: Motorola has designed, delivered, and optimized end-to-end network solutions for service providers.

Flexible business model and approach: Motorola can build a customized operations solution for virtually any network operations requirement.

World-class support: Motorola provides support from committed and highly trained, experienced professionals, complete with state-of-the-art local support centers, test labs, and repair depots.

Voice, Data, and Video Technology leadership: Motorola has a wealth of experience and expertise in introducing and operating new technology network systems.

No matter what your organization's mission, your communications network is critical to its success. Your end users are on the move, demanding instant access to people and information. They need communication that is reliable, secure, and always available, whenever and wherever they need to be in touch.

Motorola's Home and Networks Mobility Services for Cable and Wireline Service Providers offers a comprehensive portfolio that addresses the challenges you face in today's rapidly evolving communications environment. From basic Technical Support to full Support Services, our experienced services teams can help define and deploy the right solution for your organization, including Mobility and Support services, Network Performance Optimization, and End to End Network and Applications Integration. Whether you need improved return on investment, greater reliability, or a tailored solution that provides your organization with a sustainable edge in the marketplace, Motorola's Home and Network Mobility service offerings have the right combination of innovation, experience, process discipline, and resources to take you where you want to go.

Whether you are a service provider delivering new, innovative applications to consumers and businesses, a government organization responding to mission critical needs, or a business enterprise delivering real-time information to your mobile workforce, our services can help you. As technologies become more complex, meeting rising expectations is not as simple as just adding the right box or upgrading your software. You need expert advice from an organization who takes the time to understand both your technology and business requirements. You need a comprehensive plan for operationalizing mobility that incorporates technology architecture and network operations to optimize performance and maximize the value of your investments.

Motorola's Home and Networks Mobility service offerings provide you with optimal solutions that deliver the content and connectivity your end-users require. We deliver quality and measurable results by leveraging our comprehensive services portfolio, expert people, and proven processes.

DATA SHEET

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Motorola believes in "going green" — we have a global commitment to sustaining the environment. Motorola has been working for years to continually improve environmental profile. We are in step with our customers and their increasing interest in partnering with a company that will help them reduce their carbon footprint, while offering compelling products and service solutions that will help them grow their eco-conscious customer base.

Strategic Mobility Services

Together, we articulate your strategy, understand your business priorities and develop your system architecture. Next, we help you design your environment, taking into consideration multi-technology and multi-vendor domains with an emphasis on delivering seamless communication.

Benefits

- A collaborative, right-sized approach with a trusted partner
- Minimize complexity and disruption associated with emerging technologies and converging architectures
- Broad complement of professional learning and certification solutions

Integration Services

We support you with design and planning, program managed deployment and integration of new capabilities, applications, systems, and enhancements using ISO9001, TL9000, and ITIL standard approaches. A full complement of turnkey services assures true end-to-end delivery.

Benefits

- Access to a team of experts who can help you plan, justify, implement, and test innovative, multi-vendor, multi-technology solutions
- Proven capabilities and a disciplined approach in the management of large and complex projects
- End-to-end service capability for true turnkey solutions
- Flawless execution, with focus on time-to-delivery and time-to-operation
- An environment that helps you deliver versatile, rich, and compelling services

Tailored to Your Needs

Motorola's Global Services Team collaborates with you to meet the needs of your business and your end users. We deliver solutions built on expert-based practices that span all aspects of your end-to-end network, extending to user devices.

Applications Services

We help you prepare for, and then put your network to work with, efficient service and support solutions, including end-user applications and service enablers, to enhance productivity, ensure real-time information connectivity, and deliver highly personalized media and content services to end users.

Benefits

- A compelling portfolio of end-to-end solutions integrated from content to network to devices for all access technologies
- A collaborative, end-user centric approach
- A modular framework for reusability, scalability, and incremental investments
- Reduced complexity of managing the multiple partners in the value chain
- Solutions for the demanding telecom and public safety environments
- Application hosting for efficient rollout, quick ROI, and lower risk

Support Services

We care for your network and devices — including basic repair and support, management and operations, and leveraging advanced network and end-user information analytics — as we focus on delivering peak technical and operational performance to maximize the efficiency of your existing networks.

Benefits

- Increased capacity, availability, and security for your network and devices
- Optimized performance of your network
- Reduced downtime
- Increase quality of service
- Enhanced delivery of new services and applications
- Improve user satisfaction, productivity and responsiveness
- Lower total cost of ownership (TCO)
- Peace of mind from consistent, comprehensive global service and support

To learn more about how Motorola Global Services can help you take your network — and your organization — to the next level of performance, call your Motorola Sales Representative or visit www.motorola.com/services.



Motorola, Inc. 101 Tournament Drive, Horsham, Pennsylvania 19044 U.S.A. www.motorola.com

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