

Motorola Asset Management

Frequently Asked Questions

What is Asset Management?

Motorola Asset Management is the only tool in the industry designed specifically for mission-critical wireless RF communications systems. The solution provides the tool and processes that give you complete control of your communications assets through effective tracking and management.

Who uses Asset Management and why is it important?

1. Operations managers who need to quickly get equipment into first responders' hands
2. Supervisors who need to easily track and manage work orders from beginning to end
3. Technicians who require history of the asset to more effectively repair or program
4. Finance managers who want to control costs and ensure effective utilization

Is this a scalable solution?

You can purchase the solution you need today and scale as needed. The modules include CommASSET 360™ (provides life-cycle asset tracking and management) and CommSHOP 360™ (includes CommASSET 360 plus work order solution to manage parts, labor and inventory associated with assets). Add-on options are available.

Can the asset management software be customized?

Yes, the software can be tailored to meet specific functions and needs.

Can the software be purchased?

Yes, even if it's hosted. There is also a subscription option (lease) for the software in a hosted environment.

What are the hosting options?

The solution can be installed locally at your site or it can be hosted remotely through our highly secure, state of the art data center.

How long does it take to install the solution?

Installation can take anywhere from three weeks on up, depending on the complexity of data conversion (if applicable), as well as the number of modules or specific configuration.

Can existing data be converted?

Existing data can be easily converted into the Motorola asset management solution. You provide the data electronically in a delimited, excel, or database file format. Motorola will provide an assessment of activities required to configure and populate the database with client data.

Is training provided?

Training is available in several options, including on site and/or remote training. Typical training takes less than 1 week.

Is the system secure?

The system has multiple levels of security and differing levels of client access. A customer- assigned administrator will be able to designate user roles and responsibilities.

How is it priced?

Pricing is based on the software license, professional services required, add-on applications, and number of users. Pricing should be retrieved from the Pre-Sale team.

Who does the customer deal with after the install?

If the contract is through Motorola, then the customer will contact the Motorola help desk for all support.



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