



Motorola Services

Training Solutions

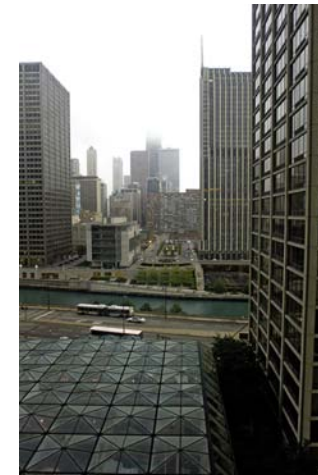




The challenges in delivering profitable wireless communications are multiplying because of rapidly evolving technologies and increasing subscriber expectations for service anytime and anywhere.

Motorola can support you in providing and sustaining the highest quality of service to your subscribers through our comprehensive Network Services and Applications portfolio. Our efficient and effective network support services and associated software will help you optimize your networks for maximum availability and operating efficiency.

We utilize our global expertise and understanding of the marketplace to deliver solutions customized to meet your specific needs. These flexible solutions complement the contributions of your own staff, so you benefit from the greatest possible return on your network investment.



The cellular industry is changing at a rapid rate. In order to operate complex network systems, it is imperative for wireless operators to ensure that their engineers are trained to optimum levels. A highly trained and knowledgeable work force will reduce Operational Expenses (OPEX) and increase quality and efficiency, thereby improving Return on Investment (ROI).

Motorola is proud to offer comprehensive training services as an essential part of our Training Products and Services portfolio. We are committed to a philosophy of effective knowledge transfer that enables you to get the most out of our cellular infrastructure technology and advanced software applications. Our technical documentation and suite of performance based training services are designed to incorporate customer requirements and development engineering knowledge and testing. This design methodology ensures that our solutions are focused on meeting your needs.

Motorola is fully committed to working with you to increase productivity, reduce the cost of network ownership, and increase your profits by maximizing performance in all phases of your system's lifecycle.

NEW PRODUCTS AND SERVICES

Our catalog contains products and services that are designed to enhance the effectiveness of professionals who service your Motorola wireless network. In it, you will discover a targeted, job-based curriculum with modularized courses that allow your associates to get the right training at the right time. We feature blended course delivery methods that include traditional classroom, virtual classroom, and web-based training. Simulations and laboratory exercises are also a key component of our skill development strategy.

MOTOROLA HOME & NETWORK MOBILITY PORTFOLIO

Our Training Products and Services encompass every aspect of your complex network needs: Support, Integration, Applications, and Management with a range of offerings to help ensure that your associates possess the skills they need to perform effectively.





Training Needs Analysis provides you with a skill development roadmap tailored specifically for your organization. Trained associates improve your network operational efficiency, increase customer satisfaction, and help to enhance your revenues.

Focused Training Solutions are delivered via a blended strategy which includes lab-based classroom delivery, virtual classroom delivery, and web-based training.

Our network equipment labs provide a variety of hardware and software configurations in order to maximize the learning experience. Hands-on, practical lab experiences help students retain knowledge.

TRAINING SERVICES

Our training services come with a complete set of world-class training support services. Our objective is to provide the right skills to the right audience at the right time. We provide these services through a proven four-step process which helps to ensure that the training solutions identified are appropriate for your network personnel.

The first step in our process is the Training Needs Analysis. The results of this analysis will identify Focused Training Solutions for your specific network implementation. Ensure the success of the training by engaging in a Technical Competency Assessment. The Technical Competency Assessment will also provide your network personnel with detailed development plans. Validate the development of your personnel with Motorola's Professional Certification in Wireless Engineering. This process is designed to help you reduce your infrastructure operating costs, increase the efficiency of your network, and help to increase the return on your network investment.

TRAINING NEEDS ANALYSIS

Training Needs Analysis is a custom service designed to identify the specific, technical skill development needs for your network configuration. Its primary objective is to identify the skills and development activities required to operate a profitable network. The Training Needs Analysis provides you with a skill development roadmap tailored specifically for your organization and includes training programs and curriculum paths for your specific organizational roles.

FOCUSED TRAINING SOLUTIONS

Our Focused Training Solutions are based on specific, job-based tasks and are delivered via a blended strategy which includes lab-based classroom delivery, virtual classroom delivery, and web-based training.

Functional Systems Equipment Lab

Hands-on, practical lab experiences help students retain the knowledge and skills gained through our training offerings. Our network equipment labs provide a variety of hardware and software configurations to maximize the learning experience. The lab activities simulate a variety of operating conditions so students can learn how to handle extreme conditions quickly and effectively.

Technical Competency Assessments provide a custom skill development plan for each of your technical staff members to ensure the highest level of performance across your organization.

Virtual Classrooms and E-Learning

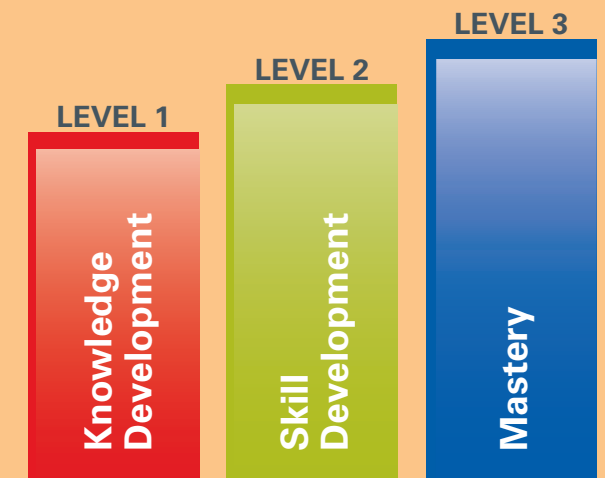
To maximize your options, we provide flexible learning opportunities that minimize travel costs and time away from work. Our virtual classrooms utilize Voice over-IP technology and offer the advantages of instructor-led training, laboratory exercises, and student interaction—all without ever having to leave the office. Our eLearning curriculum, delivered via our web-based Learning Management System, provides anywhere, anytime course availability. No schedules, no travel, no hassles. With these varied, online options, your associates are always within reach of an experienced instructor.

TECHNICAL COMPETENCY ASSESSMENT

Through Technical Competency Assessments, we evaluate the skills of each of your associates, who have registered, against skill levels required to efficiently and effectively operate, administer, maintain, and optimize the performance of your network. After assessing the technical competency of each of these associates, we provide a custom skill development plan for each of your technical staff members to ensure the highest level of performance across your organization.

MOTOROLA'S PROFESSIONAL CERTIFICATION IN WIRELESS ENGINEERING

Through structured learning assessments, our professional certification programs test the knowledge and skills of your associates against industry standards and the specific technical requirements of Motorola's 2.5G and 3G wireless environments. Learning assessments are combinations of knowledge tests (delivered via the web or in a proctored environment) and hands-on skill tests in a laboratory supervised by certified instructors. These assessments provide you with objective and timely assurance that your associates possess the job-specific competencies needed to operate and maintain your wireless infrastructure.



Motorola's Professional Certification in Wireless Engineering is designed to train technicians and engineers to function within 2G, 2.5G, and 3G wireless environments.

TRAINING SERVICES

Our training services come with a complete set of training support services. These support services are designed to provide your organization with a positive experience while engaged in our training services. Course licensing and custom course development allow you to extend our training services even deeper into your organization.

WEBSITE ACCESS

The technical training curriculum for wireless technology, course schedules, bulletins, and access to Technical Training Direct (Learning Management System) can be found on our home page at: <http://mynetworksupport.motorola.com>

INSTRUCTOR CERTIFICATION AND COURSE LICENSING SERVICES

Instructor certification and course licensing will enable you to independently deliver Motorola technical training to your associates. Certification and licensing are both fully supported by Motorola's expert training staff. Instructor licensing allows for localized training with the added advantages of scheduling flexibility, native language delivery, and local network knowledge.

To ensure that the quality of training provided by local instructors is equal to the quality of training delivered by Motorola trainers, all Motorola-certified training includes:

- A comprehensive instructor certification process
- Instructor technical help
- Student manuals
- Necessary training materials
- Quality control applications and regular audits
- Student certification, evaluations, and a centralized records database

WORLD-CLASS INSTRUCTIONAL DESIGN CAPABILITIES

We offer custom course, curriculum, and certification design services to wireless operators worldwide. Our talented staff of instructional designers, course developers, and graphic artists can design and develop state-of-the-art, instructor-led and electronically delivered (web, virtual classroom, and CD-ROM) training products to meet your needs.



AVAILABILITY AND ORDERING

Motorola offers these services as well as other Training Products and Services for all of your technology solutions. For further information, please contact your Motorola representative today or visit us on the web at: <http://mynetworksupport.motorola.com>



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