



# ***Motorola Enterprise Mobility Services***

*Maximize the value of your mobility solutions*





## *Motorola Enterprise Mobility Services:*

### ***Service with a difference for maximum success and maximum business advantage***

A mobility solution can play a critical role in a competitive business strategy — especially if you take full advantage of all that the technology has to offer. Of course, that can be challenging as industry standards, government regulations, protocols, security threats, and even customer demands constantly evolve.

When you choose a mobility solution, Motorola's Enterprise Mobility Services can help you get the most out of your investment. Our expertise includes knowledge of the latest technology developments and emerging trends, helping you maximize response times, productivity and customer service levels — as well as availability, security, reliability and functionality of your mobility solution.

When you choose Motorola Enterprise Mobility Services, you get a worldwide leader with the global reach required to deliver the services and expertise you need...wherever you need it.



**An extensive portfolio of professional services.**

When you choose Motorola as your mobility solution provider, you gain access to a wealth of services to help you leverage the power of mobility to achieve your most important business goals. We offer services for any and every aspect of your mobility solutions, whether you need to define your mobility strategy; determine which mobility solutions will deliver the largest business impact; deploy, manage and secure your mobility solution; or obtain day-to-day technical and repair support. No matter what type of assistance you need, our field-tested and proven service delivery methodologies ensure consistent service quality with accurate and reliable results. The methodologies were not only developed by Motorola, they are in use in key operational areas, including our Security Operations Center (SOC), which manages the security for Motorola's wired and wireless network worldwide.

**Unmatched experience.** In addition to the services you need, you get the experience of an industry leader. Our service professionals deliver over 80 years of experience in designing, building, integrating, maintaining, and managing large complex communication solutions in the most mission critical environments. In combination with an intimate understanding of the challenges and best practices in your industry, we offer the knowledgebase required to help you apply mobility to improve productivity, general business efficiency, yield, margins and customer service.

**An unparalleled 'from the manufacturer' technology knowledgebase.** Not only does Motorola have deep insight into the business implications of mobility through our multi-vertical

industry experts, but we also understand all the technology in your mobility solution as only a manufacturer can. As a leading provider of mobility solutions, we offer a deep technological understanding of wireless LAN, broadband, cellular and two-way radio networks; RFID and other locationing solutions; Voice-over-IP (VoIP); and the many Motorola devices your users will require — from rugged business smartphones to business-durable enterprise digital assistants (EDAs) as well as handheld, wearable and vehicle mount mobile computers.

**An invaluable single point of contact.** Mobility solutions are complex, typically involving more than one vendor. Our integrated approach eliminates that complexity, replacing a multi-vendor team of contacts with the simplicity of a single point of contact and a single point of responsibility for your entire mobility solution. Strong partner relationships allow us to easily coordinate behind the scenes as needed to resolve your issue as quickly and as easily as possible — regardless of where the issue lies.

**The global reach to provide services wherever you need them.** We offer the worldwide reach of a Fortune 100 company, able to address your service requirements, regardless of where in the world your business operations are located. Every day, over 4,000 highly qualified service professionals adept at meeting every mobility need are available to help you realize the full potential of your mobility solution. Our trained professionals can help you deploy your mobility solution in record time, ensure that you meet or exceed your pre-set performance metrics, and keep your solution up and running at peak performance. The result is maximum uptime, reduced risk, a faster return on investment (ROI) and a lower total cost of ownership (TCO) — benefits that truly improve your bottom line.

***Get the most out of your mobility solutions...  
with Motorola's Enterprise Mobility Services.***

**DESIGN**

**IMPLEMENTATION**

**MANAGEMENT**

**SECURITY**

**SUPPORT**

*Five practices provide the comprehensive framework to address every stage of your mobility deployment — regardless of whether you are deploying mobility for the first time, or whether you want to expand on or validate the current performance and security of an existing mobility solution.*



## Design

### Services include:

- System Audit
- Mobility Strategy Development
- IP Network Assessment
- IP Network Design
- Technology-specific Design Services
- ...and more

This comprehensive practice covers every aspect of mobility solution design, from developing a mobility strategy or performing a readiness assessment to holistic network design that addresses performance, security, manageability, interoperability and scalability. Since wireless solutions are one of our core competencies, we offer a breadth and depth of RF knowledge that includes 802.11 wireless LAN (WLAN) technology, cellular wireless WANs (WWANs), Voice-over-IP (VoIP), two-way radio networks, RFID and other locationing technologies. Best-in-class leading RF planning and simulator tools, such as LANPlanner and MeshPlanner, enable the easy design of a wireless network that is 'right-sized' — just the right amount of infrastructure, placed in all the right places for optimal coverage. Right-sizing

prevents the additional capital and operational expenditures associated with excessive infrastructure, as well as the poor performance resulting from too little or improperly placed/tuned components.

Whether you are planning your first mobility solution or need to update an existing solution, we'll deliver a detailed plan that is aligned with your key business goals, complete with gap identification and recommended fixes; a roadmap and a recommended communications architecture; and a comprehensive list of required materials and equipment.



# Implementation

## Services include:

- IP Network Integration
- System Installation
- Commissioning for MSP, RFID, and TEAM Deployment
- ...and more

With a detailed plan in hand, you are now ready for implementation. Motorola's Implementation Practice provides the integration and deployment services required to get the components in your mobility solution up and running in record time, reducing risk as well as the cost of mobility deployment — and allowing your business to reap the benefits of mobility faster.

Services cover Motorola and non-Motorola infrastructure and mobile devices, including wireless LAN and wireless broadband networks, mobile computers, RFID infrastructure, Voice-over-IP, mobility software management solutions and more.

## Services include:

preparation for equipment installation; staging of equipment — including mobile device configuration and pre-loading of applications; actual equipment installation; acceptance testing of the new system prior to go-live; validation testing after go-live to ensure the system is meeting pre-defined performance specifications; and comprehensive documentation that provides an accurate blueprint of your entire solution, simplifying future network updates.



## Management

### Services include:

- Remote Monitoring and Management
- Hosted Services
- ...and more

Motorola's Management Practice provides the support you need to make the best use of your IT resources. Choose from comprehensive management of your entire solution, assistance managing specific areas that you define, or specialized hosted services, such as Motorola's Mobile Loyalty Solution, enabling the delivery of electronic promotional programs to mobile phones.

No matter what type of services you choose, you'll enjoy best-in-class management without the high cost of adding and continually training IT staff to maintain the required in-house expertise — keeping your IT focused on other strategic business initiatives. With Motorola as your partner in mobility management, you gain access to a team that boasts a world-class resume: our experience includes 30 years of active

everyday management of enterprise networks as well as some of the world's most sensitive mission critical public and private networks — including wireless carriers and government private radio emergency (E911) networks.

You can count on highly efficient day-to-day management, including issue identification and resolution for wireless networks, wireless devices and the applications installed on those devices. Superior scalability ensures consistently rapid response times, regardless of the size of your mobility solution or where your users are located. The result is a substantial reduction in one of the largest costs associated with any mobility solution — everyday management — without any reduction in management quality.



# Security

### Services include:

- Security Assessment
- Enterprise IT Security Monitoring
- Wireless IPS Monitoring
- PCI Security Services
- ...and more

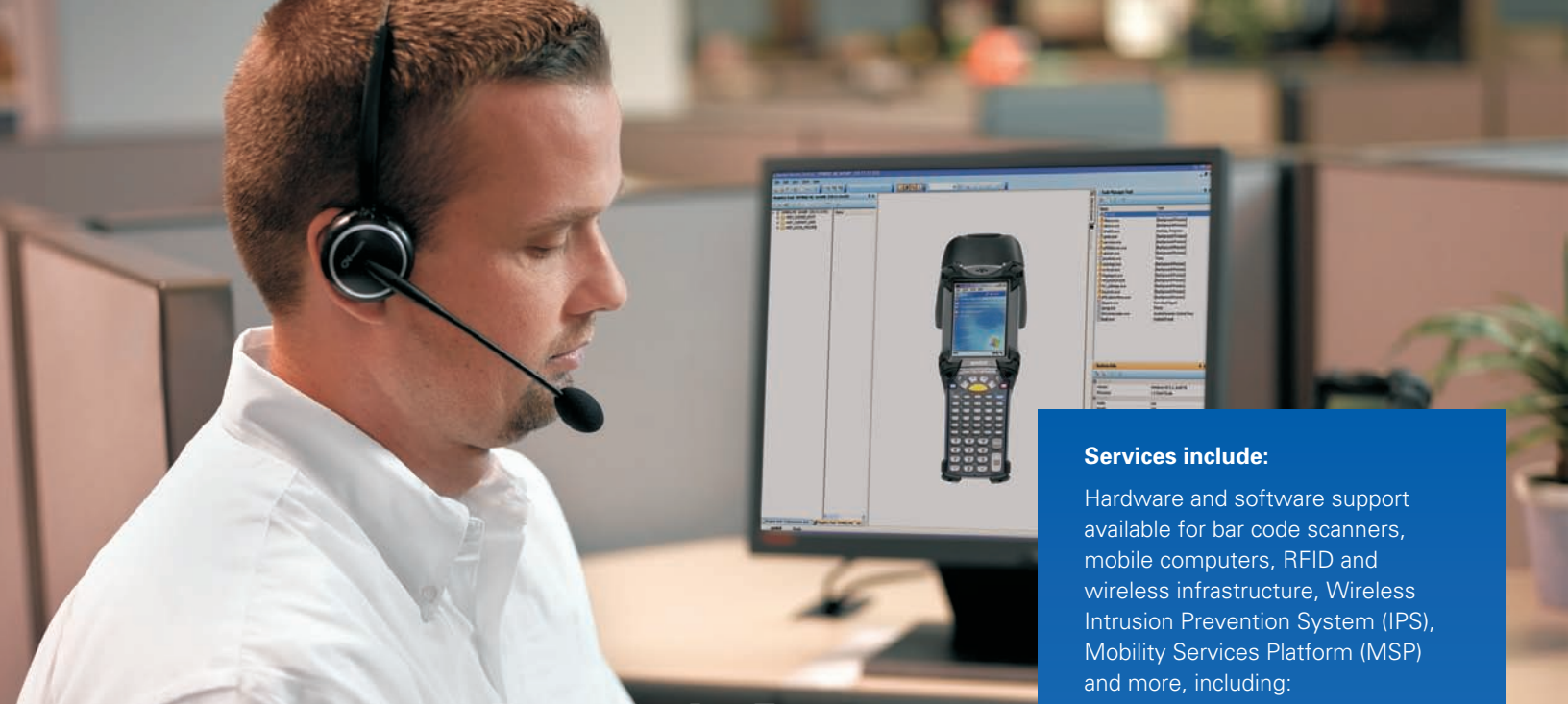
It just takes one network breach to jeopardize your business. Motorola's Security Practice offers a holistic approach that provides true gap-free security for your entire environment around-the-clock, addressing the wired and wireless network, the devices in the hands of your users and the applications and data resident on those devices as well as your users, business processes and policies.

Ongoing investment in the resources to support this mission-critical practice helps ensure that our security professionals have the knowledge required to help protect your entire network against the very latest security threats. We help you prepare and plan for real-world security threats and achieve the level of network security necessary for accomplishing your business mission and objectives. Our patented and proven methodologies and tools ensure identification and remediation of security

vulnerabilities and incidents.

Motorola's security professionals hold multiple certifications, including CISSP, GIAC, ISAC and CISM; specialized certifications such as Certified SCADA Security Architects; and the government security clearances required to work on some of the most mission critical networks in the world.

Services include: security assessments that evaluate your network, identifying vulnerabilities against known and emerging security threats, complete with recommended remedial actions ranked by priority to close those security gaps; ongoing 24x7x365 security monitoring services; and specialized services to help you achieve PCI compliance, reducing the risk of the high cost of a network security breach and protecting your brand, customer confidence — and customer loyalty.



## Support

Motorola's Support Practice provides the post-deployment repair services, software updates and technical support required to keep your mobility solution up and running at peak performance. When you choose Motorola Support services, you'll enjoy multiple benefits, including highly efficient and cost-effective operations that allow us to offer real value — the right services at the right price. With Motorola's Support services, you can:

- **Select the right level of support.** Our flexible programs allow you to select the level of support that best meets your needs and your budget, including your choice of repair turnaround times and response options, such as same day shipping of replacement units and on-site repair.
- **Get the gold standard for repair quality.** Instead of simply repairing what is broken, all products receive full testing. Any related and non-related issues are identified and addressed. Only Motorola-qualified

parts are utilized in the repair. Engineering changes are integrated as applicable, providing a real value-add — and assurance that the device we return meets manufacturing specifications. And when you select application loading and configuration management, your devices are ready to use, right out of the box.

- **Speak to a knowledgeable support technician — in your native language.** Multilingual support for over sixteen languages combines with our sophisticated call center technology to automatically route your call to the right agent, the first time — an agent fluent in your language and your technologies.
- **Count on a consistent service experience, every time.** Our worldwide support structure enables the delivery of consistent service levels, even during peak calling periods. If one support center reaches peak calling capacity, calls are automatically distributed to other locations. And in the event of a local natural disaster — for example, a hurricane or earthquake — our global network of call centers are engaged to help protect service levels.

### Services include:

Hardware and software support available for bar code scanners, mobile computers, RFID and wireless infrastructure, Wireless Intrusion Prevention System (IPS), Mobility Services Platform (MSP) and more, including:

- Service from the Start with Comprehensive Coverage
- Advance Exchange Support
- On Site System Support
- Enterprise Mobility Software Support

...and more

*For more information on how your operations can benefit from Motorola's Enterprise Mobility Services and a complete list of available services, access our global contact directory at [www.motorola.com/enterprisemobility/contactus](http://www.motorola.com/enterprisemobility/contactus) or visit [www.motorola.com/business/services](http://www.motorola.com/business/services)*



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