



Motorola Network Monitoring

Ensuring High Availability and Consistent Reliability

Motorola Network Operations Center—It had been a quiet night at the Motorola NOC when suddenly at 2 a.m. an alarm appeared on the computer screen, alerting the System Technologist that something was amiss in the customer's mission-critical network. The ST dialed into the system to run diagnostics and identified a faulty board. Quickly he contacted the Dispatch Center who opened an issue case and paged the local on-call field technician with details on the alarm. By 6 a.m. the board had been replaced, tested, and confirmed with no system downtime. The NOC staff noted the activity in the database and closed the case.

Network Monitoring, part of Motorola's Total Network Care services, keeps mission critical networks operating smoothly with little or no downtime, ensuring maximum availability at all times.

Using highly sophisticated diagnostic and alarming algorithms, remote monitoring enables the Motorola Network Operations Center (NOC) to provide real-time network performance and stability monitoring, immediate event detection and troubleshooting, and technical dispatch services.

Upon receiving an alert, Motorola's highly trained, certified, and experienced system technologists perform a series of diagnostics that assess the problem and take immediate action to resolve the situation. As in the example above, often the situation can be addressed remotely. When that isn't possible, local Motorola field technicians or your own staff (per con-

tracted agreement) are immediately dispatched to the site fully apprised of the situation for quick, efficient resolution.

Why We Do It

Remote network monitoring on a 7x24 basis provides the highest level of system availability to mission critical private networks, such as SmartNet®, ASTRO® 4.1, ASTRO® 25 and Tetra. Network monitoring includes:

- Advanced alarm filtering for more efficient network management
- Intelligent reporting capabilities and trend analysis
- Automated case and escalation management
- Knowledge database of over 9,200 solutions for quick diagnosis
- Technician arrival at site, fully apprised of problem
- Proven disaster recovery methodologies



“Before contracting with Motorola’s NOC, we responded to network issues as they occurred and basically operated in a break-fix mode,” says Tracy Roberts, Cobb County Radio System Manager. “With real-time monitoring services, potential problems are identified quickly before they adversely impact the network or the users of the network. It is a critical management tool that helps maximize system uptime and provides immediate awareness of network problems, enabling managers like me to enhance our resolution tactics.”

Continuous Network Management

Motorola’s highly trained and experienced Systems Technologists (ST), each certified to critical industry standards, provide continuous 7x24 network event monitoring. Utilizing proven case management methodologies, the STs track, escalate, and resolve customer network issues. Customers can view their system’s case history on-line via Motorola’s secure, access-authenticated database.

Secure Access and Authentication

Under constant video surveillance, authorized Motorola personnel access the NOC through multiple levels of security, including card-key authentication. Support employees have access only to the information required to monitor the customer network and connect to customer networks using a two-factor authentication with access restrictions. Access control lists and management for reporting access violations are in place for all customer networks.

Business Continuity and Disaster Recovery

Motorola’s TL9000/ISO 9001-certified NOC is equipped with fully redundant physical infrastructure including high-speed dedicated and/or internet connections, fully redundant utilities and detailed disaster recovery procedures and facilities.

Total Network Care

Remote Network Monitoring is part of Motorola’s Total Network Care. All about choice, Total Network Care’s multi-vendor, multi-technology operational support services are designed and packaged to let you choose exactly what you need to ensure the highest standards of performance for your mission critical network. Total Network Care offers an affordable way to manage increasingly complex technologies while getting the most out of your network investment. Total Network Care solutions are designed to help:

- Provide consistent network quality, efficiency and reliability
- Better manage and reduce operating costs
- Better manage increasingly complex technology
- Increase data throughput and existing network capacity

To learn more about Remote Network Monitoring and Motorola’s Total Network Care, contact your Motorola sales representative.

Why Motorola?

With more than 75 years of experience serving government agencies and enterprises, we understand what Mission Critical is all about and provide services to meet your needs.



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