



CUSTOMER SERVICES

SERVICE FROM THE START WITH DEVICE MANAGEMENT

YOU ALREADY DEPEND ON MOBILITY

Mobile communication devices are not merely a convenience today. More and more, they are becoming central to satisfying your customers, indispensable to your efficient daily operations and essential to driving your business revenues. Unfortunately, the more you rely on your devices, the more it hurts when something goes wrong.

When reliable device performance and availability are critical to the way you do business, you have two choices. You can take on all of the complexities of operating, tracking, repairing and updating your complete inventory of mobile computing devices yourself, at the risk of diverting resources and focus from your core business – or you can trust the experts at Motorola.

NOW USE MOBILITY STRATEGICALLY

Many IT teams want to provide strategic support for your core business goals, but getting beyond the daily operational fire-fighting can be a struggle. When your staff can easily move from reactive to proactive mode,

they can provide more value to your organization, helping you grow your business and your profitability.

Motorola's Service from the Start with Device Management can help by taking the fast-changing complexities, labor intensive effort and continuous investment in mobility support capabilities off their desks. We provide 'no questions asked' repair coverage to keep your device inventory service-ready. We manage the help desk function. We take care of software updates, replace worn-out units, and can even protect your data by wiping lost or stolen units clean, remotely.

MONITOR IN REAL TIME

Most important, we track and monitor your devices, right in your operational environment. We know where they are, how they are being used and how they are operating. Through our state-of-the-art Managed Services Delivery Center, we can identify problematic operational issues, make recommendations and take actions before your staff's productivity is affected.

BENEFITS

Proactive support and troubleshooting, for fast, easy problem resolution

Managed Services Delivery Center frees your IT staff to focus on business-critical issues

Monitoring and prevention minimizes downtime so your staff can be more productive

Asset management lets you quickly locate devices and see how they're being used

Software management lets you control your environment without burdening your staff

Comprehensive Coverage protects your investment from the unexpected

More for less – more coverage at a lower cost

SIMPLIFY YOUR WIRELESS ENVIRONMENT

With Service from the Start with Device Management, your devices are ready and available to meet your needs. The integration of traditional repair services with device management elements gives you an easier, simpler way to deal with the growing complexity of your wireless environment. Armed with better information about your mobile computing devices, you can make smarter decisions about how you use them to meet your business goals. Ultimately, that means you can:

- Control and cut operational costs
- Lower your total cost of ownership
- Better support your core business

GET READY TO EVOLVE YOUR BUSINESS

Motorola's services can help you move your mobility operations to the next level. Let us show you how to improve your business by proactively managing your mobile computing devices with Service from the Start with Device Management.

For more information on Motorola's Service from the Start with Device Management service, please visit us on the web at www.motorolasolutions.com/enterprisemobility/services or access our global directory at www.motorola.com/enterprisemobility/contactus.

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AT-A-GLANCE: SERVICE FROM THE START WITH DEVICE MANAGEMENT

Coverage	Warranty	Service from the Start Bronze with Comprehensive Coverage	Service from the Start Gold with Comprehensive Coverage	Service from the Start Bronze with Device Management	Service from the Start Gold with Device Management
Manufacturer defects only	AA				
Covers normal wear and tear		AA	AA	AA	AA
Comprehensive coverage for accidental breakage		AA	AA	AA	AA
Includes all materials, parts and labor		AA	AA	AA	AA
10-day repair turnaround ¹	AA				
3-day repair turnaround ¹		AA		AA	
Advance equipment replacement ²			AA		AA
Rights to download and use software releases		AA	AA	AA	AA
Multi-year service coverage		AA	AA	AA	AA
Telephone support: M-F, (customer's local time) ³		8:00 a.m. – 5:00 p.m.	8:00 a.m. – 5:00 p.m.	8:00 a.m. – 6:00 p.m.	8:00 a.m. – 6:00 p.m.
Telephone support: extended hours		Option	Option	Option	Option
Defined telephone response time and escalation path (from time of initial call to escalation to next tier) ⁴		4-hour response	2-hour response	4-hour response	2-hour response
Application loading and configuration management – repair depot ⁵		Option	AA	Option	AA
Managed Services Delivery Center (MSDC)					
Remote diagnostics/remote control: M-F, 8:00 a.m. – 6:00 p.m. (customer's local time) ³				AA	AA
Remote diagnostics/remote control: extended hours option				Option	Option
Software management – rollout planning and deployment (customer provided; 2/yr)				AA	AA
Device asset management (profile and register management)				AA	AA
Operational management and analytics – Device charging – Device utilization and analysis – Memory utilization analysis				AA	AA
Device security: profile lockdown; remote wipe				AA	AA
Device management reporting				AA	AA

Service from the Start with Device Management is a multi-year service program that must be purchased within 30 days of the product purchase. Excluded from coverage is damage to consumables such as batteries and damage caused by natural or man-made disasters such as fires, floods and theft. Product must be operated within its environmental specifications. Service availability may vary by country.

Please contact your Motorola representative for complete program details and a list of Motorola mobile computers eligible for Service from the Start with Device Management.

¹Turnaround time is Motorola "in-house" repair time and does not include time in transit. ²Requires customer-supplied spares; overnight shipment recommended. ³As defined in the applicable Motorola Service Description Document. ⁴Callback response during standard business hours for escalated issues. ⁵Application loading and configuration management require customer input at contract initiation. Application loading and configuration management also available as an option (Commissioning) for the Bronze-level service program.