



Total Enterprise Access and Mobility (TEAM) Solution:

The next step in the evolution of mobile communication

Introducing the true mobile office

To keep on-the-move workers productive and accessible, enterprises need to mobilize a wide range of business tools and capabilities over the cellular network as well as the wireless LAN — from PBX extensions and Push-To-Talk services to mobile email and line of business applications. Until today, mobilizing these functions typically required standalone systems, disconnected silo applications that provided mobility for on-the-go workers, but added a layer of complexity for users and for IT. Users often needed to manage two devices — one for voice and one for enterprise data. And IT was required to manage double the user devices and multiple disparate systems, as well as secure corporate data, user profiles and devices against attacks and unauthorized users.

To address this issue, Motorola has developed the Total Enterprise Access and Mobility (TEAM) solution — a true mobile office that enables mobile workers inside and outside the enterprise with the six fundamental communications services required to stay on top of business throughout the day.

- *The unification of the PBX extension* with the mobile phone, including its customary toll quality voice experience, providing workers with the simplicity of one phone number reach, one voicemail box, and all the same features of the desk phone — including abbreviated dialing, call forwarding, call transfer, call waiting and conferencing

- *Complete push-to-talk (PTT) services* for walkie-talkie style instant communications including private call (one-to-one), group call, and the flexibility to define over 250 call groups (for example, for complete departments and specific teams)
- *Messaging* including email, short message service (SMS) text messaging, and instant messaging
- *Corporate email, calendar, address book, meeting scheduler* and other personal information management (PIM) productivity-enhancing applications
- *Internet and intranet access*
- *Line of business applications* that enable workers to access customer data records, place orders, check inventory and more

With the six fundamental services above, mobile workers are always available and connected to their literal and virtual team — from managers and co-workers to other business associates and customers. TEAM turns the desk phone and desktop into a pocketable virtual office that allows on-the-move employees take whatever action is required wherever they happen to be. Productivity and responsiveness are improved — and customer satisfaction and retention levels are increased.

Motorola's TEAM solution offers the next evolution in mobility — a new integrated voice and data communication services model that is easy to scale, secure and upgrade to meet changing business needs.

Common communication service architectures — the next evolution in mobility

Motorola's TEAM solution offers the next evolution in mobility — standalone systems are replaced with a common architecture, common security and common management. The result is a new communication services model that is easy to scale, secure and upgrade to meet changing business needs — and can enable you to leverage existing technology investments.

With TEAM, all communication services are delivered via a common server, enabling support for new services, new devices and types of workers whenever needed. For example, you might start by providing workers in the warehouse with PBX phone functionality and push-to-talk services via VoWLAN business smartphones today — and with a simple software upgrade and new devices, extend those same services at a later time to dual-mode cellular/VoWLAN devices for workers who travel regularly outside the four walls.

In addition to enterprise scalability, TEAM also offers end-to-end security for all mobile data communications. Even voice can be encrypted over the air — without any significant impact on performance.

And since TEAM works with existing IT infrastructure, such as PBX and wireless LAN, you can easily extend the functionality of your existing technology to your mobile workers, increasing the return on these investments.

Seamless inside outside user experience across Motorola devices

With Motorola's TEAM solution, you get the true interoperability required to deliver common voice and data communication services to workers inside and outside the enterprise — from workers in the warehouse to sales and service personnel, management and delivery drivers. Services share a common user interface across networks. As a result, workers moving in and out of the enterprise enjoy seamless access to the same services — regardless of whether they are delivered over the wireless LAN inside the four walls or via the cellular network outside the four walls.

Three mobility solutions for different types of workers

In order to achieve peak cost-efficiencies in mobility solutions, you need to be able to extend the right set of capabilities for different types of workers. The TEAM portfolio allows businesses to match the device and capabilities to the job function and environment.

Inside the enterprise: TEAM VoWLAN

The TEAM VoWLAN (voice over wireless LAN) solution is designed for workers inside the four walls — for example, sales staff on the retail floor, workers at the receiving dock in the warehouse and nurses in a hospital. The TEAM VoWLAN business smartphones will be available in professional and semi-rugged models, allowing enterprises to choose the device that best matches environmental demands. The professional device is ideal for offices, while the semi-rugged model is designed for use in the warehouse, hospital and other areas that require resistance to liquids, dust, vibration and drops. And when utilized in conjunction with Motorola's extraordinary Wi-Fi networks, you'll enjoy increased security, extended battery life and better application performance.

Inside and outside the enterprise: TEAM Dual Mode (VoWLAN/Cellular)

The TEAM portfolio will also incorporate a dual mode solution, offering workers who spend time inside and outside of the office walls with continual and dependable communication services. The TEAM Dual Mode solution will help ensure connectivity when workers travel beyond the four walls. And when workers return to the building, their device can seamlessly switch to the WLAN for cost-effective voice and data access.

Outside the enterprise: TEAM PBX Extension to Cellular

The TEAM PBX Extension to Cellular solution allows workers that spend most of their time outside of the enterprise to enjoy the simplicity of one business phone number reach — calls to the desk phone are routed to the mobile phone, and unanswered calls are routed to the business voicemail instead of the voice mailbox associated with the cellular phone. The same interface and many typical PBX productivity-enhancing features on the desk phone are enabled on the cell phone — such as abbreviated four-digit dialing as well as transfer and conference calling. The extension of PBX services allows cost-saving features such as least cost routing to help contain communication costs. The ability to track each business call — phone number and minutes — enables companies to simplify accounting and easily and cost-effectively achieve regulatory compliance where required. Since the business phone number is completely controlled by the enterprise, calls can easily be re-directed inside the company if an employee leaves, protecting one of your most valuable resources — your customers.

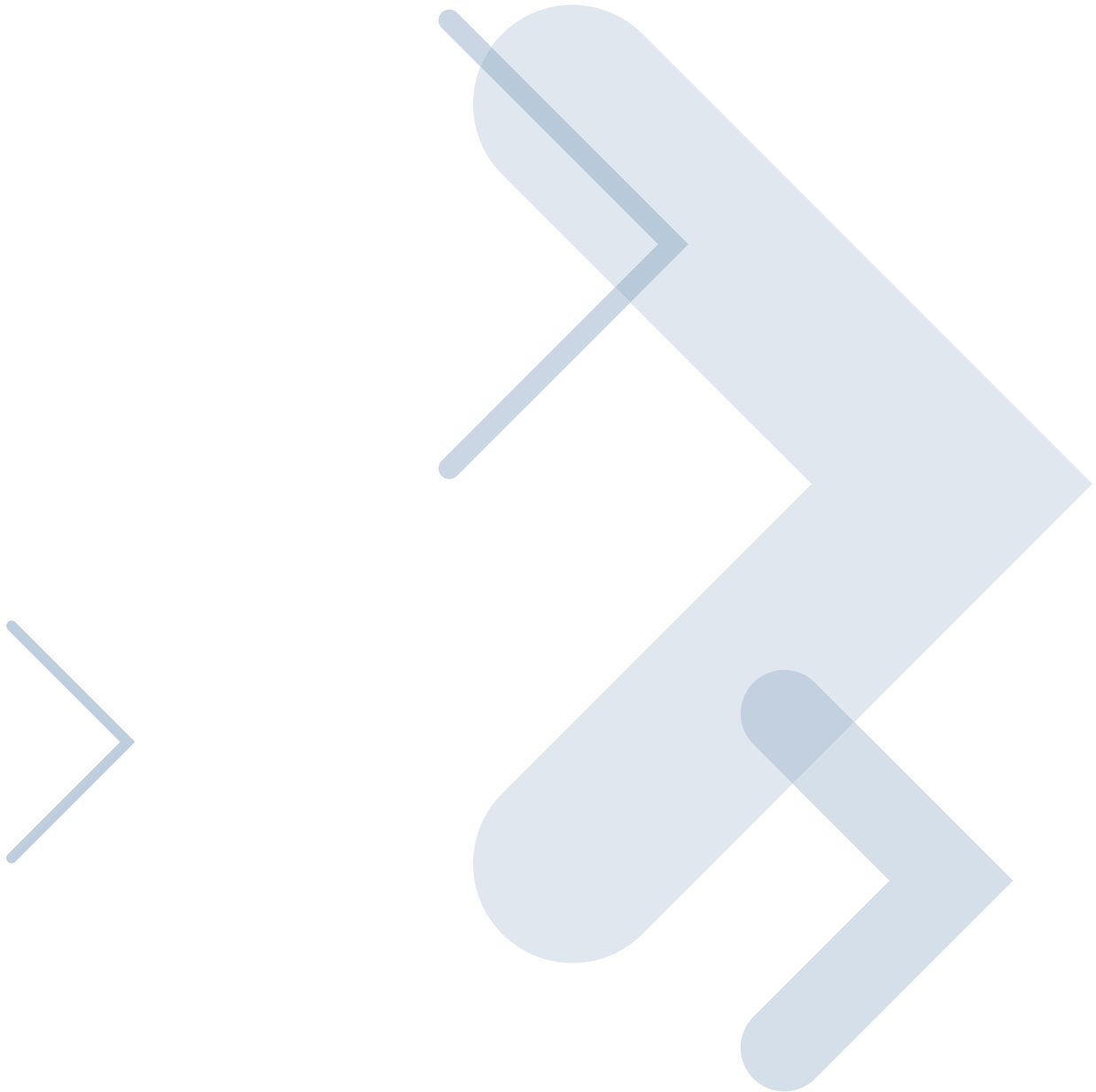
Get the most out of your next workforce mobility solution

When you choose Motorola for your mobility solution, you get the strength of an industry leader and the power of tested and proven end-to-end solutions designed to deliver maximum performance and benefits. Motorola is uniquely positioned to provide high quality voice communications to enterprise customers through a wide range of devices – from two-way radios to business smartphones and handheld computers – integrating applications and services that deliver all the tools a user needs, through a single device. Motorola is also unique in its ability to provide end-to-end mobile voice solutions, including devices for almost any job and situation, wireless infrastructure, planning tools, management tools and massive range of services and applications allowing customers a single point of accountability. The common platform also simplifies the enterprise mobility architecture and enables centralized management, significantly reducing the time required for daily maintenance and support. And the ability to integrate with existing infrastructure makes the most of technology investments. As a result, capital, operational, application development and management costs are effectively decreased while your workers are empowered with the tools they need to improve the speed of business — enabling this ‘office of the future’ to deliver a rapid return on investment.

The success and value of your TEAM solution can be further enhanced with Motorola’s end-to-end Enterprise Mobility Services. Our planning services can help ensure your TEAM solution is designed from the ground up for maximum performance, factoring in ease-of-use and user adoption rates as well as wireless connectivity requirements. Our post-deployment services minimize downtime, helping to keep your TEAM solution running at peak performance every day of the year. And Motorola’s Service from the Start with Comprehensive Coverage ensures that, in spite of accidental damage or normal wear and tear, you can keep your Motorola TEAM devices in ‘like-new’ condition.

***TEAM delivers
the true
interoperability
required to
deliver common
voice and data
communication
services inside
and outside the
enterprise — via
the wireless LAN
or the cellular
network.***

To learn more about the TEAM Solution portfolio, please visit us on the web at www.motorola.com/TEAM, access our global directory at www.motorola.com/enterprise/contactus or contact your local Motorola TEAM authorized partner.



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