



# Infrastructure Repair Service

## Executive Summary

### Centralized infrastructure repair

As communications networks become more complex, so does the need to rely on experts to keep them operating at peak efficiency. Motorola has made a significant investment in its centralized, ISO certified infrastructure repair centres. Today over 2,300 customers trust Motorola for the repair and maintenance of their critical communications networks. By leveraging the economy of scale generated by a centralized repair facility, you can take advantage of expert, high-quality, reliable support with rapid turnaround at an economical price.

### What you get

Motorola's expert Infrastructure Repair service covers all Motorola-manufactured equipment, as well as equipment from select third-party infrastructure vendors. Factory trained and certified technicians troubleshoot, analyze, test, and repair your equipment at Motorola's repair centres. And your repairs are tracked and returned quickly via our rigorously defined case and escalation management procedures. For more information, contact your Motorola representative.

### Value proposition

- **Quicker repairs:** Equipment covered under service agreements receive priority repair and because we have the tools and resources required, cycle time is kept to a minimum.
- **State-of-the-art repairs:** All repairs are done to original factory specifications by fully certified engineers using state of the art test & repair equipment and Motorola original parts.
- **Budget repair expenses:** By investing in a cost-effective Motorola Infrastructure Repair Service Agreement, you can more easily budget for your hardware repair costs.
- **Reduced downtime:** When you purchase Infrastructure Repair with Advance Exchange, Motorola will send you an exchange unit for the most critical FRUs to keep your network running while you send the faulty unit in for repair.
- **One call does it all:** Motorola also supports equipment from select third party vendors; no need to send equipment to multiple locations, we will handle the repair management for you.

### The Motorola difference

Our factory-trained, certified repair technicians have years of experience working on Motorola two-way communications networks. With our comprehensive test equipment and test beds, we troubleshoot, analyse and pin-point problem areas down to the component level. State-of-the-art, industry-standard repair tools enable our technicians to expertly repair the problem. And proven, repeatable processes and methodologies ensure that your equipment is returned to you quickly and repaired right the first time. Motorola's Infrastructure Repair Service provides life cycle support to your communications network.



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