

SERVICES BUILD VALUE, MANAGE COSTS, MITIGATE RISKS

MOTOROLA SERVICES OVERVIEW



STAY AHEAD OF THE TECHNOLOGY CURVE WITHOUT FALLING BEHIND YOUR OBJECTIVE

Organizations around the world face the same challenge daily: how to adopt technologies that can help improve operational performance, gain a competitive advantage and meet growing service demands without compromising the existing infrastructure. You want to be quick and agile. Secure and available. Dependable and trustworthy. All for the benefit of your organization and your customers or constituents.

We share those goals. In fact, those shared goals are just a few of the many reasons you should consider Motorola as your technology and services partner.

TOMORROW IS HERE

While next-generation technologies deliver real strategic benefits, they also introduce operational complexity, and can put stress on your existing workforce, skill sets and resources. Migrating toward a more flexible “everything-as-a-service” model lets you offload some of the burden of managing and supporting complex systems while introducing fundamental changes in the way you procure, deploy and manage resources. Having a trusted technology and service partner is an excellent way to extend your resources and take advantage of these advancements.

GROW WITHOUT GROWING PAINS

For decades, customers have trusted us for innovation, technology leadership and services. Our customers include some of the largest and most respected organizations worldwide, including: government and public safety agencies, retailers, manufacturers, healthcare providers, educational agencies, transportation and logistics, and utility companies.

As the leading global provider of mission-critical and business-critical communication solutions, we are well-qualified to support you. Our multi-technology and multi-vendor services can help you make tough decisions, take advantage of flexible ownership models and realize the full promise of your technology investment.

TRUST: THE CORNERSTONE OF ANY PARTNERSHIP

When evaluating a potential partner, you need complete confidence they have the right expertise and experience as well as the stability to be there for you regardless of what the future may bring. For more than 80 years, we have stood with our customers, helping them meet their most pressing needs and strategic goals. Our reputation

is based on trust and quality of service. That commitment is backed by the full power of our Services organization, comprised of dedicated, worldwide resources, renowned industry experts, world-class partners and a full portfolio of technology services.

PLOTTING YOUR COURSE

Our Services team can help you make the right decisions while determining the best methods to achieve your objectives. We can help you build a solid, forward-thinking plan that fits your timetable and budget, and defines measurable milestones for execution.

With more than 6,000 service professionals and 8,000 world-class partners, we offer an experienced and certified workforce with an impressive assortment of skills to successfully deliver a wide array of services.

PLANNING QUESTIONS

- What infrastructure can be modernized and what needs to be replaced?
- What can I do now, and what will have to come later?
- Does my internal staff have the skills and manpower to accomplish the objectives?
- Should I purchase new technology or opt for a managed approach?
- Does it make sense to accept the full risk myself or engage a trusted partner?
- Can I adequately secure my environment while modernizing?
- Can I achieve my goals within budget while delivering economies of scale?

SERVICES

- Mission critical data, voice and video planning, integration and optimization
- Managed infrastructure, devices, communications and security
- Unified communications and interoperability planning and integration
- IP network design, integration and service-delivery planning
- Advanced video applications and network planning and design
- Integrated command applications and network planning and design
- Migration to next-generation networks and applications
- Managing and securing multi-vendor infrastructures and device fleets

SERVICES LIFECYCLE APPROACH	
ASSESS, PLAN AND DESIGN	Professional Services: Industry experts offer technology assessments, planning and design services as well as application development and customization.
INTEGRATE AND OPTIMIZE	Integration Services: Experienced teams bring together the right elements to address your system customization requirements by integrating large-scale, multi-service and multi-vendor solutions that deliver measurable results.
SUPPORT AND SECURE	Support Services: World-class operations centers and emergency response teams are committed to keeping your critical operations online and backing your technology investments with technical support.
HOST AND MANAGE	Managed Services: Highly-secure, enterprise-class managed solutions and hosted services help you reduce costs and manage risk while allowing you to focus on your core mission.

- SERVICE PRESENCE**
- 950 service provider locations
 - 6,100 service professionals
 - 250 technical field representatives
 - 100 project management professionals
 - 8,000 certified, world-class partners

FROM VISION TO RESULTS

Our technology portfolio is designed to deliver end-to-end solutions for government agencies and enterprises. We continually invest in innovation to give our customers unmatched access to future technologies. Our Services bring together the technologies of today and tomorrow, offering you as-needed skills, manpower and resources to take your technological vision to realization.

We have helped many organizations build value, manage costs and minimize risk by bringing deep insight and experience that bridges the gap between concept and execution. This expertise can help you prepare, build, secure and manage your next-generation environment while integrating multi-service, multi-vendor technologies.

TELL US HOW WE CAN HELP

Take advantage of our expert professional services to help you assess, plan and design based on your objectives. Our experienced integration and optimization professionals can help you bring complex systems to life. You can apply our technical support, monitoring and maintenance services to protect your technology investments. Plus, our managed solutions and hosted services can help you lower costs and free your organization to focus on its mission. These are just a few examples of the value we can bring as your Services partner.

The next two examples provide insight on ways we are helping organizations use next-generation technologies to their benefit.

NEXT GENERATION RETAIL

As a leader in integrated communication solutions for retailers, our retail technologies and services can help you become more productive and profitable. Turn every

store visit into a personalized shopping experience that makes it easy for customers to buy and invites repeat business. Mobilize sales associates so they can give your customers more in-store attention while opening opportunities to up-sell and cross-sell. Equip store personnel with integrated voice and video technologies to help them make faster and more informed decisions.

In all the moments that shape customer appeal, our Next Generation Retail services can help you win customers from your competition.



- NEXT GENERATION RETAIL**
- Managed Infrastructure and Devices
 - Managed Security and Compliance
 - Integrated Enterprise Communications
 - Enterprise Video Solutions
 - Supply Chain Visibility Solutions

NEXT GENERATION PUBLIC SAFETY

Our Public Safety Services can support you with the technology and services you need to improve situational awareness and increase operational efficiencies. Today, that means migrating to an IP-based infrastructure that distributes actionable, multimedia-based intelligence where and when you need it. Give police officers real-time video showing the multi-vehicle accident. Send blueprints to fire fighters in-route to a burning building. Provide interactive, two-way communications between team members to share the collective intelligence.

When your moment comes to prepare first responders to enter the scene, integrated technologies help you respond quickly and effect desirable outcomes.

COMMITTED TO YOUR GOALS

Motorola is an industry-recognized worldwide technology integrator and consultant. We have earned the trust of thousands of government and enterprise customers through our ongoing commitment to excellence.

You can be confident we will deliver the same level of dedication to your goals as well. We will work with you to understand your day-to-day challenges and provide you the resources needed to help you not only stay ahead of the curve, but keep you there as well.



NEXT GENERATION PUBLIC SAFETY

- Public Safety Managed Services
- Interoperability and Unified Communications
- Next Generation Command and Control
- Advanced Video Security Solutions
- Complex Network Design and Integration

For more information, please visit www.motorolasolutions.com/services.

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GC-21-150 SVCS BROCHURE 071211