



Technical Support Service

Executive Summary

Level of system complexity continues to rise

As technology continues to evolve, your communications system provides you with even greater functionality and advanced feature capability. However, as the level of sophistication grows, system support becomes more complex. Maintaining peak system performance and availability requires a dedicated team of expert technical support engineers who can work with your local, on-site technicians to ensure rapid response and resolution to any system (or subscriber) issue.

Layered support every time you need it

Motorola's Technical Support Service provides an additional layer of support through centralized, telephone consultation for technical issues that require a high level of communications network expertise and troubleshooting capabilities. Technical support is delivered by the Motorola EMEA System Support Center (ESSC) and staffed with trained, skilled engineers specialising in the diagnosis and swift resolution of network performance issues. With access to a solutions database, as well as access to in-house test labs and Motorola development engineers, technical support engineers help solve even the most challenging network issues. Support is just a phone call away and ensures that any network or subscriber issue is professionally and consistently handled in the shortest possible timeframe. Continuously monitored against stringent inbound call management and case management standards recognized as industry best-in-class, Technical Support service translates into measurable, customer-specific metrics for assured network performance and system availability.

Value proposition

- **Available when you need it:** Highly trained Motorola engineers provide expert technical support whenever you need it, 24x7x365 (or 8x5 depending on contract).
- **Easy to use:** One number to call for help on all technical support issues.
- **State-of-the-art resources:** The ESSC uses test systems for in-house laboratory simulations that can duplicate your issue, as well as access to a continuously updated knowledge database of common issues and solutions to speed resolution.
- **Layered support:** Technical support engineers can also quickly engage development engineers if required to help resolve even the most highly complex issues.
- **Rapid and consistent resolution:** Expert resources, sophisticated tools, defined severity levels and proven case management methodology ensures rapid response and resolution.
- **Budget support expenses:** By investing in a cost-effective Motorola Technical Support Agreement, you can more easily budget for your technical support costs.
- **Service level commitment:** Support provided to an agreed service level as opposed to a best effort basis.

The Motorola difference

Over 2,300 customers have entrusted the support of their communications network to Motorola. These customers include many public safety organisations who rely on this service to keep their systems performing consistently and making sure their systems are continuously available to their users. With more than 80 years designing, manufacturing, and supporting mission critical communications systems, Motorola understands the vital importance of ensuring maximum system availability. As a result, Motorola has created a comprehensive portfolio of service offerings and choices that provide the exact level of support that fits your unique business, including hardware repair & return, software subscription agreement, field support, network management and much more.



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