



# PREMIER SERVICES FOR APX™ TWO-WAY RADIOS

## MAXIMIZE PERFORMANCE AND REDUCE RISK

The task of maintaining and supporting a large inventory of two-way radios increases in complexity over time. Firmware updates, provisioning and programming are just a few of the tasks that ensure your radios are secure and features work seamlessly at target performance levels. Without a standardized process, you can spend countless hours managing radio configuration files (codeplugs) and databases, as well as days programming in the field to keep everything current.

With Premier Services, you transfer your APX two-way radio operations to our managed services professionals who are focused on maximizing performance. Their decades of mission-critical experience and extensive knowledge of the complexities associated with device management are used to address the evolving technical and functional requirements of your radios. You will also experience the convenience of expedited provisioning and programming whenever changes are needed. Motorola Solutions is fully accountable for guaranteed performance and assured outcomes, enabling your staff to focus on core tasks and objectives.

### COMPLETE DEVICE MANAGEMENT

#### Full-service provisioning and programming

Our team is fully accountable for initial radio deployment plus ongoing operational requirements.

**Initial provisioning and programming** are conducted by expert technicians to ensure your radios are fully operational as soon as possible. With our onboarding process, your entire radio inventory is configured to your specifications.

**On-demand provisioning and programming** addresses ongoing changes to your radio inventory. You can modify user configurations for radio features and functionalities as your needs evolve.

**Proactive firmware programming** improves performance and protects your radios from known cyber threats. Prior to programming your radios with the latest security and software updates, the new firmware is pre-tested and certified in our dedicated test lab to avoid any disruption when installed.

**Multi-unit programming** may be employed at your site to facilitate batch radio programming. This approach streamlines physical radio programming, reducing programming time from days to a few hours. All configuration changes and firmware updates are made through our Radio Management software.





### **RADIO MANAGEMENT AND DATA STORAGE**

With Premier Services, we manage and maintain your radio fleet information. To ensure optimum operations, we track and view your entire radio fleet along with the codeplug history for each device. We store the configurations and codeplug data on our secure, hosted server for efficient remote programming and mitigate the potential challenges of insufficient local data storage space.

Your configurations are centralized to ensure radios stay updated and downtime is reduced. Any changes to a codeplug template can be automatically applied to all affected radios, and additional programming jobs can be scheduled ahead of time for greater operational efficiency.

### **ONSITE SUPPORT**

When required, field technicians are dispatched to address tasks that need to be completed in person for a large quantity of radios or assist with a systemic issue impacting your radios that cannot be diagnosed and resolved remotely.

### **TECHNICAL SUPPORT**

Our experienced technologists are available to help isolate and resolve any issues you may have with your radios. These dedicated professionals have access to documented and repeatable solutions and test environments to recreate your conditions for more effective troubleshooting and faster resolution. They are available 24x7x365 for hardware repair and 8x5x5 for software-related issues. In either situation, they take full ownership of your issue from the moment it is reported to resolution.

### **HARDWARE REPAIR**

Our radios are built for superior performance, but accidents happen. In addition to normal wear and tear, your radios are protected against accidental breakage and chemical, liquid and physical damage. Using state-of-the-art diagnostics equipment, repair tools and replacement parts, factory trained and certified repair technicians troubleshoot, analyze, test, and repair your radios within three days. All radios are returned to factory specifications and updated with the latest firmware before being expedited back to you.

### **PREVENTIVE MAINTENANCE**

Our certified technicians conduct annual maintenance checks to help extend the useful life of your radios, reducing repair and replacement costs. The services performed include:

**Physical inspection and cleaning** of all radios to remove build-up and make sure buttons, knobs and external antenna are functioning according to specifications.

**Electronic tuning verification** with adjustments made where necessary.

**Firmware and talkgroup verification** to confirm each radio has the latest firmware and is correctly configured to assigned talkgroups



## MYVIEW PORTAL

### ACTIONABLE INSIGHTS INTO DEVICE PERFORMANCE

MyView Portal is a web-based platform that gives you a transparent, single source view of your Radio Management information.

Our Premier Service package provides access to MyView Portal to view your radio data, service case history, firmware and software status, preventive maintenance and programming status information—giving you the flexibility to make smarter, faster and more proactive decisions.

## MAXIMIZE RADIO PERFORMANCE

Premier Services provide a convenient, flexible and prompt approach to the supporting and managing of your radios. Our services are based on best practices for provisioning, programming, support, maintenance and repair. We use the latest state-of-the-art tools and ITIL processes to ensure faster resolution of issues to minimize downtime. Working with you, we will define measurable SLAs so you can rest assured your performance expectations will be achieved.

With experts focused on radio functionality and performance designed to meet your operational objectives, you can rely on Motorola Solutions in the moments that matter. Our proven track record in successfully managing and operating complex government and private mission-critical communications systems around the world is applied to ensure you realize the full value of your radios and available features.

## UNMATCHED BENEFITS

### Simplified configuration management

Programming and provisioning your radios are activities that require speed and flexibility. With a simple phone call, changes can be made whenever needed to ensure your radios operate seamlessly.

### Discover more capabilities

Our managed services team is entirely responsible for making sure features and applications are programmed appropriately, and that each radio contains the latest security and software updates. More importantly, we will also ensure your users are aware of all their radio features and how to use them.

### Reduce risk

To ensure you receive the service you expect, we work with you to understand your goals and priorities to create SLAs. Relying on us as your primary device management and technology partner builds peace of mind and reduces your risk.

### Lower total cost of ownership

You will achieve continued savings over time because we are entirely accountable for required technology refreshes, software updates, repairs, ongoing operational costs and lifecycle management functions.

### Focus on your mission

Relying on our dedicated managed services team to support and maintain your radios allows you to focus on your operations. Gain the flexibility to deploy key resources in more productive and cost-effective ways.

## KEY FEATURE SUMMARY

### Full Service Provisioning and Programming

Our team becomes fully accountable for the initial deployment plus ongoing operational requirements. This includes:

**Initial programming and provisioning.** Using our Radio Management software, our experts technicians ensure your entire radio inventory is provisioned and programmed to your specifications.

**On- demand provisioning and programming.** Configurations for radio features and functionalities as your operational needs evolve.

**Proactive firmware programming.** Pre-tested and certified security and software updates improve performance and protect your radios from known cyber threats.

**Remote multi-unit programming.** Radio Management Software streamlines physical radio programming, reducing the time needed from days to a few hours.



**Onsite Support.** When required, field technicians are dispatched to your location to address issues affecting your radios, or to assist with radio problems that cannot be diagnosed or resolved remotely.

**Technical Support.** Our experienced technologists help resolve radio issues. They are available 24x7x365 for hardware repair and 8x5X5 for software-related issues.

**Comprehensive Hardware Repair.** Our expert repair technicians troubleshoot, analyze, test, and repair your radios, updating them with the latest firmware and returning them to factory specifications.

**Annual Preventive Maintenance.** Our certified technicians conduct annual maintenance checks to help extend the useful life of your radios, reducing repair and replacement costs. The services performed include:

- Physical inspection and cleaning of all your radios to remove build-up and make sure buttons, knobs and external antenna are functioning according to specifications.
- Electronic tuning verification with adjustments where necessary.
- Firmware and talkgroup verification to confirm each radio has the latest firmware and is correctly configured to assigned talk groups.

## MAXIMIZING RADIO PERFORMANCE THE REWARD

Premier Services provide a convenient and reliable approach to the supporting and managing of your radio operations and users with a predictable operating cost model and performance guarantees.

Our services are based on best practices for programming, support, maintenance and repair to minimize downtime.

**Reduce Risk** and gain peace of mind by relying on us to be your expert device manager and technology partner. We work with you to define measurable service level agreements to ensure your performance expectations are achieved.

**Lower Total Cost Of Ownership** and achieve continued savings by relying on us to be entirely accountable for managing your radio fleet in productive and cost-effective ways — performing required technology refreshes, software updates, repairs and lifecycle management of your two-way radio fleet.

**Focus On Your Mission** to meet your operational objectives by relying on our dedicated managed services team to support and maintain your entire radio fleet, maximizing performance and ensuring you realize the full value of your APX critical communications system.



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