

MOTOROLA SERVICES

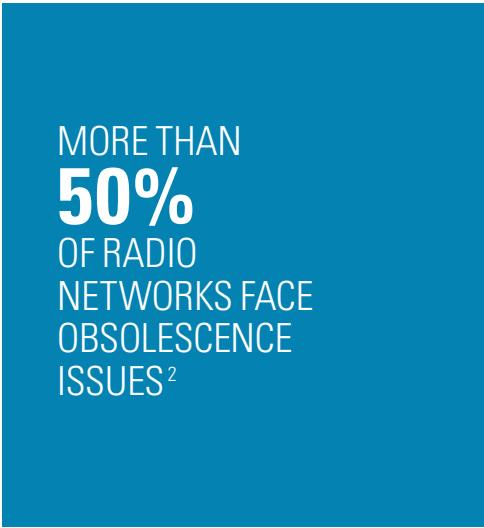


LEVERAGING SERVICES TO TRANSFORM YOUR ORGANIZATION

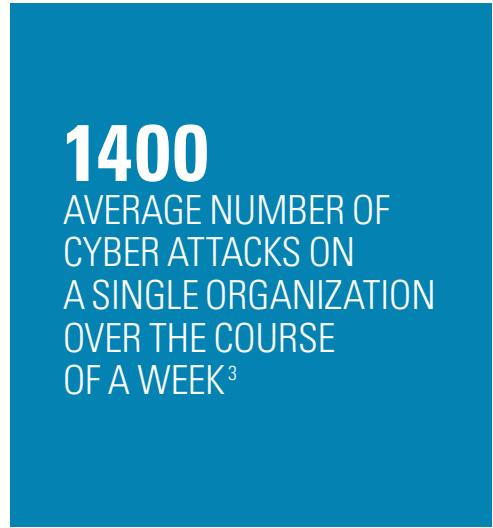




90%
OF DATA IN
THE WORLD
DIDN'T EXIST
2 YEARS AGO¹



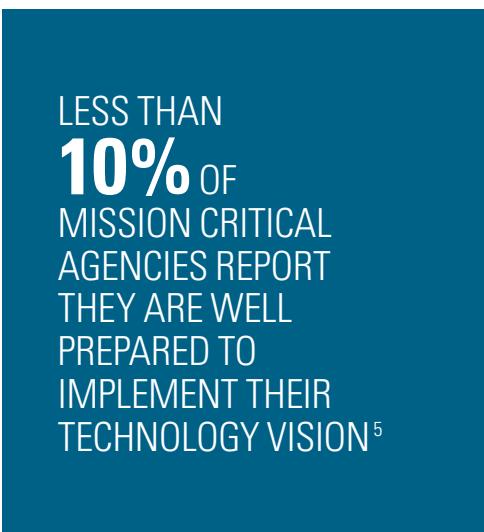
MORE THAN
50%
OF RADIO
NETWORKS FACE
OBSOLESCENCE
ISSUES²



1400
AVERAGE NUMBER OF
CYBER ATTACKS ON
A SINGLE ORGANIZATION
OVER THE COURSE
OF A WEEK³



61% OF IT
ORGANIZATIONS LACK
A COMPREHENSIVE
FORECAST OF THE
SKILLS REQUIRED
TO MANAGE CHANGE⁴



LESS THAN
10% OF
MISSION CRITICAL
AGENCIES REPORT
THEY ARE WELL
PREPARED TO
IMPLEMENT THEIR
TECHNOLOGY VISION⁵



93%
OF ORGANIZATIONS
INDICATED THERE IS
AN OVERALL SKILLS
GAP AMONG THEIR
IT STAFF⁶



GET AHEAD OF THE TECHNOLOGY CURVE

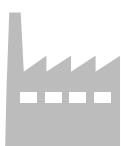
You are facing rapid changes in your voice and data communications environments. Evolving standards. Security challenges. Big data. As organizations look to implement change, it's clear that the driving force behind successful implementation is technology. It's also clear that technology is changing.



PUBLIC SAFETY



TRANSPORTATION
AND LOGISTICS



MANUFACTURING



HOSPITALITY



ENERGY AND UTILITIES

As technology solutions become more powerful, more innovative and more complex, it presents an opportunity for continued evolution. You can develop a forward-looking strategy that takes into account all your networks, devices and applications to achieve maximum interoperability. You will need resources and skills to develop, customize and maintain the latest versions of technology in-house. Your core competencies and objectives lie in running your organization, not running your networks, so many organizations are opting to utilize strategic and technology services provided by industry experts.

A UNIQUE PERSPECTIVE

What if you could evolve your technology with ease, regardless of platforms? Who do you enlist to plan, implement and run your voice and data communications environments without removing resources and focus from your core organizational mission?

Motorola Solutions provides a unique, hands-on perspective. We've ridden along in police patrol cars, gone through fire academy training and have served as operators of state- and country-wide two-way radio networks. We become immersed both in your industry and your organization. Our employees have strong backgrounds in a broad range of technologies. Your team members will be well versed in your communication needs, and ready to support your organization from the ground up. We are knowledgeable in P25, TETRA, DMR and LTE technologies, including Incident Management, Records and Data Management, analytics and mission critical applications. Acting as a single point of contact to provide a total solution, we supply multi-technology and multi-vendor solutions. With Motorola, you'll have a services partner who understands the unique challenges faced by government agencies and commercial markets.

You know the critical role that secure and reliable mission critical communications play in achieving effective performance. Correspondingly, our services are structured to allow you to address your unique challenges while offering the financial and operational flexibility you need to choose the optimum solution for your requirements: nothing more than you need, nothing less than you need.

As your operational partner, Motorola's services create a comprehensive voice and data communications strategy for you to embrace today's challenges. We provide offerings to enable the full technology lifecycle, from expert consultation to help you assess, plan and design to your objectives to the technical support, monitoring and maintenance that backs your technology investments. Experienced integration and optimization teams bring complex, interoperable systems to life while managed and cloud services lower costs and free your organization to focus on its mission. And we back up our commitment to you with customer-defined SLAs and KPIs.

OUR SERVICES...

ACCELERATE CHANGE

Enable our customers to have a roadmap view of development and the rapid timeline to get them there

MINIMIZE COMPLEXITY

Remove the need for our customers to handle capabilities out of their core competency

DRIVE OUTCOME- BASED RESULTS

Implement solutions that target performance-based results and not just equipment use

END-TO-END SERVICES

You want to achieve immediate savings, as well as unprecedented levels of operational performance and efficiency. We work with you in providing a comprehensive portfolio of services that assist you through each phase of your technology's lifecycle.

First, we PLAN your communications by carefully designing a solution that enables you to meet your objectives today and in the future. Second, we minimize the complexity of your technology solutions by IMPLEMENTING the right elements to integrate your entire communications system from networks to devices to applications. Third, we utilize our world-class operations centers, service response teams and technical support specialists to fill your internal resource gaps in allowing your network to RUN smoothly.



Our offerings include:

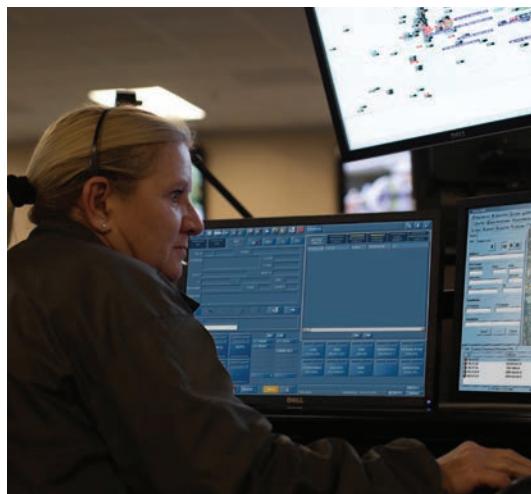
- Operational Benchmarking and Mobility Assessment
- Mobility Strategy and Visioning
- Network and Application Assessments
- Application Design and Porting
- Operational Pilot
- Training
- Business Analytics

PLAN: DEVELOP TECHNOLOGY STRATEGIES

What if you could create a holistic roadmap of your evolving technology, throughout each phase of the lifecycle? Motorola services designs a strategic plan for optimizing your technology investment as well as developing a migration plan to help ensure your technology progression contains no surprises. Our industry experts offer a complete assessment of your organization's current operations, providing a snapshot of your current system coverage and performance. Your team also leverages their product and systems knowledge to train your technical support personnel.

Motorola services can:

- Clarify your needs and design a solution to meet your operational requirements, saving your organization time during the development phase
- Identify gaps between existing technology and the technology you need to meet future objectives to maximize voice and data communications
- Anticipate capacity needs to help ensure your system meets expectations from day one
- Create a migration plan for the continuous updating of hardware and software system components at each phase of the technology lifecycle, allowing your technology to continuously evolve with new feature sets and capabilities



CITY OF STOW REINFORCES THEIR SECURITY POSTURE

The City of Stow, Ohio needed to know that their multi-agency databases were compliant with current best-practice security standards in order to help thwart attempted cyber attacks. Motorola conducted a professional security assessment to identify and assess security weaknesses across all of the city's systems, advising the City on the process and cost needed to remediate the gaps, as well as providing the financial impact analysis if one of the gaps was exploited by a hacker. The City implemented Motorola's remediation plan, ensuring that their citizens' data and privacy remained protected.



Our offerings include:

- Network Implementation
- Device Deployment
- Application Implementation

IMPLEMENT: INTEGRATE NETWORKS, DEVICES AND APPLICATIONS

What if you could easily implement and integrate your multi-system, multi-vendor communications solutions? Our integration and implementation services unite all the elements that integrate your communications system from networks to devices to applications.

You need a turnkey integration plan that addresses multiple technology facets, such as video, two-way radio, LTE, applications, security and more. Whether through our Customer Center for Solutions Integration (CCSI) facilities or our thousands of system architects, our implementation capabilities bring together the technology and expertise to enable you to swiftly and smoothly integrate, update and control access to the network and its applications at every level, including third party equipment and software.

We provide staging, pre-testing, validation and commissioning across various types of communications technology. Services include spectrum management, site development and commissioning, so your operations can be productive from the moment the system goes live.

Motorola services provide you with:

- Access to our experts who work with you to plan, justify, implement and test next generation, multi-vendor, multi-technology solutions for a seamless integration
- Certified Program Managers who help ensure your projects stay within cost and scope
- Design, deployment and integration propositions that follow Motorola's pioneering of Six Sigma quality and adhere to best practice frameworks such as ISO9001, TL9000 and ITIL, giving you the confidence that your technology will perform correctly from the start



TRANSFORMING NORWAY'S EMERGENCY COMMUNICATIONS

NODNETT, Norway's emergency communications system, was challenged by aging mobile devices and local networks that did not allow public safety teams to talk to one another. NODNETT deployed a full turnkey Motorola solution that resulted in enhanced collaboration, improved productivity, performance and predictable cost. In addition, Motorola will manage the system until 2026, enabling NODNETT to provide increased safety for the citizens of Norway for many years to come.



Our offerings include:

- Service from the Start
- Technical Support
- Repair Services
- Security Maintenance Services
- Network Infrastructure Management
- Network Performance Management
- Optimization Services
- Device and Asset Management
- Application Hosting and Management

RUN: ENSURE OPERATIONAL EFFICIENCY

What if you could continuously maximize your technology operation while minimizing equipment downtime, or even move the risk of operating the technology to a trusted partner?

Working from our world-class operations centers, Motorola provides experienced service response teams and technical support specialists who can close your internal resource gaps. We support your team with a centralized telephone help desk, expert troubleshooting and highly responsive network device and infrastructure repair and maintenance.

We provide highly secure, managed and cloud core services and expert support to give you control without the complexity that comes with ensuring your critical operations stay online, and that your technology investments deliver continuous value.

Motorola services support you with:

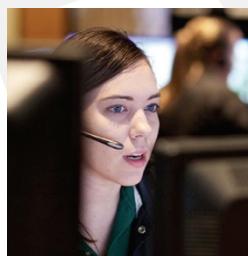
- A range of customizable and standard service packages to provide the level of support you need to minimize system and device downtime across technology platforms, including two-way radio, LTE, video and more
- Improved infrastructure and device availability, security and reliability to maximize equipment uptime
- Optimized technology allowing you to maximize all available features
- The ability to budget in advance for your technology support and management needs through an Operating Expense financial model
- The option to offload the risk of managing your complex and fast-changing technology, so that you can focus on your mission



AUSTRALIA COUNTRY FIRE REDUCES OPERATIONAL COMPLEXITY

Australia Country Fire Service had three different networks but needed a singular, seamless operational model. Motorola provided an outcomes-based managed service, backed by an SLA and including monitoring, incident management, tier 2-3 support and field response for all system and device elements. With the operational complexity removed, Australia Country Fire can focus on keeping citizens safe.

WORLDWIDE SUPPORT INFRASTRUCTURE



Our **Network and Security Operations Centers (NOC/SOC)** provide highly scalable infrastructures staffed by rigorously trained professionals efficiently monitoring and resolving network operations and security events.

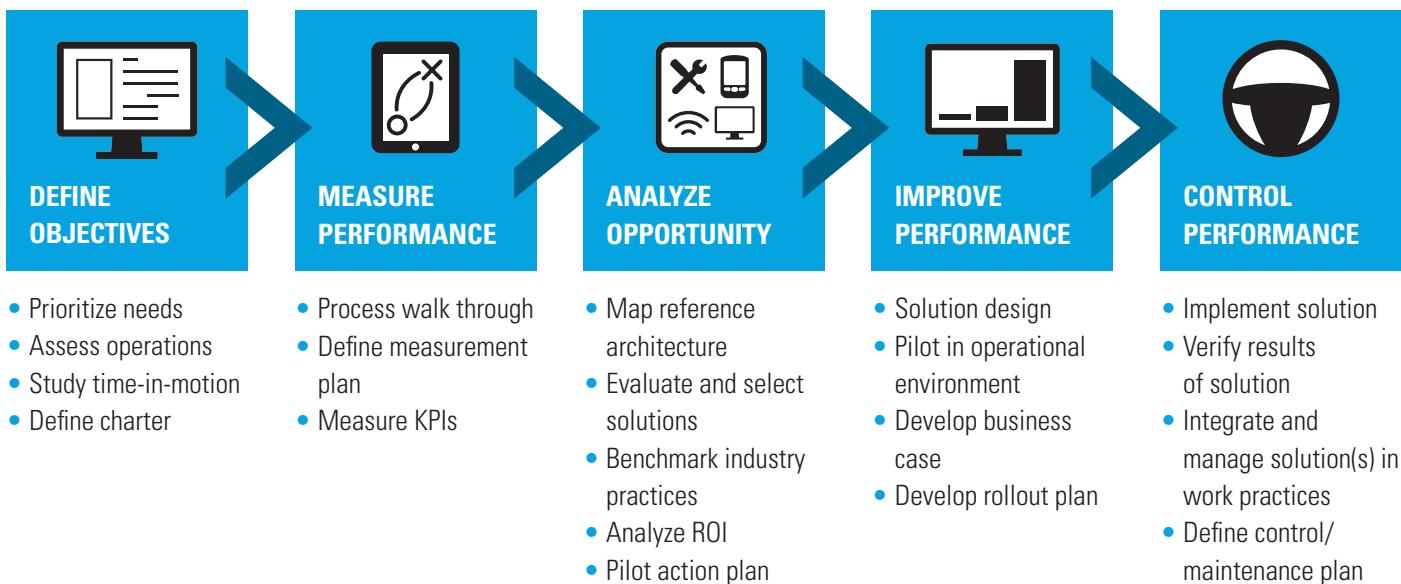
ISO 9001 certified **Solution Support Centers** provide remote triage and 24/7/365 support for managed infrastructure and devices.

Our **Integration Centers** centralize construction and testing of large multi-technology and multi-vendor systems, thereby minimizing the time between when a system is ordered and when it is operational.

In our **Development Centers**, we use a platform approach that can be leveraged globally to optimize engineering investments and innovations.

At our **Repair Centers**, Motorola-trained professionals perform all device repairs with Motorola parts and firmware or software updates.

LEAN SIX SIGMA





PEOPLE

3,200

Motorola & Partner Support Reps

4,300

Motorola & Partner Integration Resources

380

Certified Project Management Professionals

220

Professional Services Consultants

5,000

Development Engineers



TOOLS

Motorola keeps mission critical networks operating smoothly by investing in best-in-class IT tools:

- Network Management
- Customer Relationship Management
- IT Management
- Workforce Management
- Ticketing Systems

SERVICES EXPERTISE

Motorola's services have a unique pedigree of helping customers meet and exceed their goals through the use of technology. This enables us to provide locally customized expertise, utilizing a collaborative, connected team of resources that share information in real time.

Our service experts have proven themselves in a range of industries, technologies and skill sets. They are adept at services that include conducting visioning workshops, assessments of networks, devices and applications, network design and hands-on training. Our developers are at the forefront of technology advancements and carry wide expertise in the area of software development. Our cadre of integration and field support resources ensures that your plan is implemented correctly, on time and within budget. Solution support services include monitoring, management and issue resolution to minimize downtime and disruption.

WORLD-CLASS TOOLS AND METHODOLOGY

Our services move you from strategy to action using a five-step engagement model based on Lean Six Sigma methodology that has been the driver of Motorola quality for decades, including additional best practice frameworks such as ISO9001, TL9000 and ITIL. Your Motorola services teams will collaborate in mapping your needs to your objectives, prioritize your action plan and provide a reference architecture that gives you a comprehensive picture of all your networks, devices and applications. Your team will have all the tools needed to deploy and validate your technology assets to make certain your performance targets are achieved. To provide global standardization, our offerings leverage common service platforms. We assure accuracy and provide real-time visibility of the status of our commitments through customer portals and reports.

SERVICES ENGAGEMENT FLEXIBILITY

Recognizing that different customers have different service level needs, we build flexibility of delivery and financial structure into our services offerings. Customers can choose from a holistic approach incorporating all steps, or a range of other models: customer owned and managed; contracted services; cloud services; managed services; and build, own and operate services. Our services are customized to your exact requirements, and are provided by our worldwide network of exceptionally experienced services professionals. Our goal with each model is to help optimize your technology investment to meet crucial short- and long-term objectives.

Motorola professionals, together with our alliance and channel partners, have the support of a global network of R&D centers and test labs, as well as Motorola service and support centers at local, regional and national levels.

Whether you need support setting up communications in a disaster zone, enhanced security and reliability in an unusual situation, or migrating from an analog to digital system, Motorola has the right combination of innovation, experience, processes, tools and resources to take you where you want to go.

SERVICES SOLUTIONS FROM THE GLOBAL LEADER IN MOBILE COMMUNICATIONS



NETWORK OPERATIONS CENTER/SECURITY OPERATIONS CENTER

INTEGRATION CENTERS

SOLUTION SUPPORT CENTERS

2
Network Operations Center/Security Operations Center

16
Solution Support Centers

2
Integration Centers

7
Deployment Centers

75
Repair Centers

18
State and nationwide mission critical and commercial networks deployed and operated

2,800
Global network sites

173,000
Subscribers served

3.5 Million
Devices managed

24x7x365
Support

Motorola has been a trusted partner to government agencies and commercial markets worldwide for more than 85 years. We help you answer the challenges of implementing change by leveraging our years of leadership, innovation and experience in building mobile infrastructure, voice and data networks, multi-functional mobile devices and customer services in more than 100 countries. If your organization is facing complex technology challenges, we stand ready with a support team of more than 13,000 knowledgeable and experienced service professionals. To learn more about Motorola Services, please visit us at motorolasolutions.com/services.

Sources:

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- 4 "Evolving IT Skill Sets: Seven roles that should be on CIOs' radar", Corporate Executive Board, 2012
- 5 2012 Public Safety Industry Study
- 6 www.wired.com/wp-content/uploads/blogs/wiredenterprise/wp-content/uploads/2012/03/Report_-_CompTIA_IT_Skills_Gap_study_-_Full_Report.sflb_.pdf

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