

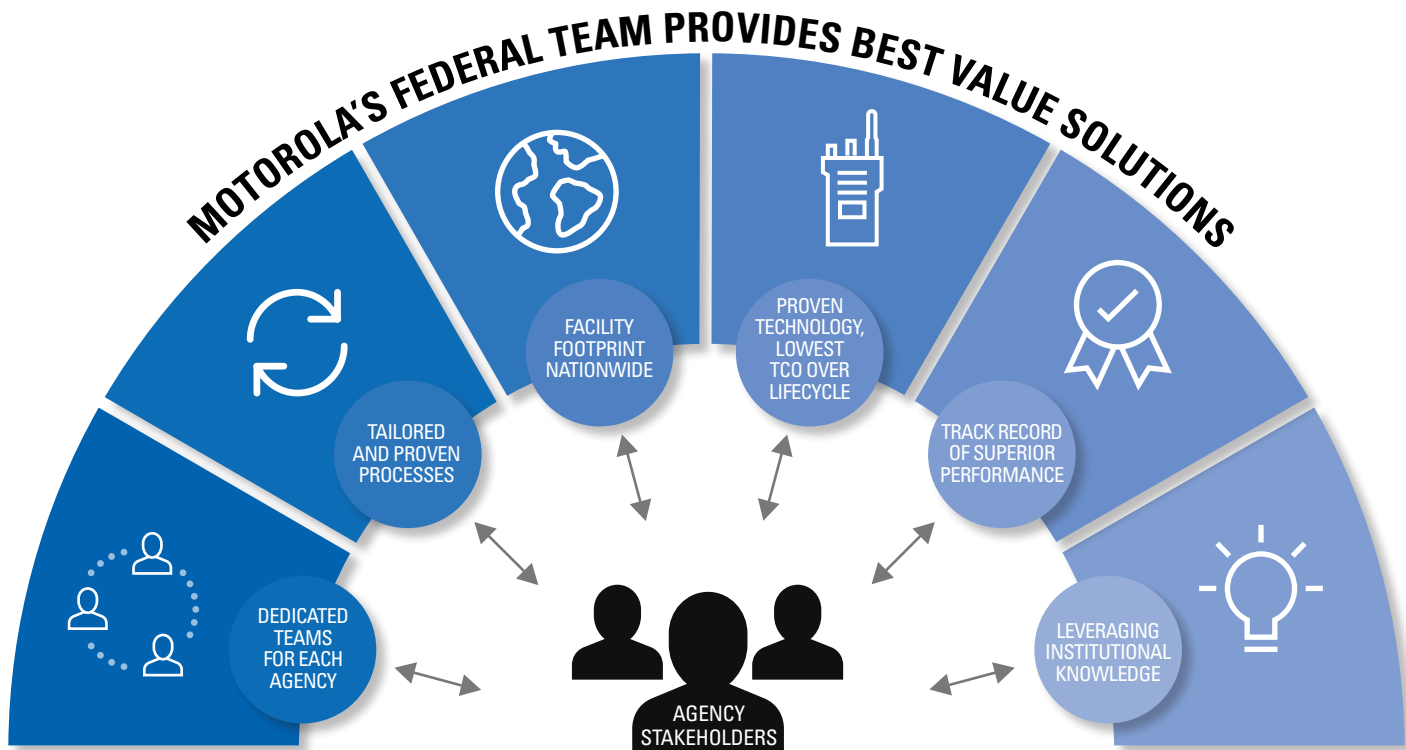
A COMPANY BUILT ON INNOVATION, TRUST AND BEST VALUE

HELPING PEOPLE IN THE MOMENTS THAT MATTER

Federal customers have chosen Motorola Solutions as their best value communications partner for over 90 years. Today Motorola continues to stand on sound financial footing and leads in all of the markets and verticals we serve. We pledge to continue to innovate, lead this industry and connect people in the moments that matter by providing best value solutions.

When you choose Motorola Solutions as your trusted partner, we help reduce total cost of ownership while maximizing return on investment.

Our solutions are not commodities; they are fielded and supported with resources and processes that have been specially developed to support this unique market.



LEVERAGING EXPERT TEAM OF DEDICATED RESOURCES

When purchasing Motorola technology customers receive full support from the stakeholders listed below as trusted advisors and partners. We have dedicated teams and resources assigned to every agency, activity and command. These resources have decades of experience and institutional knowledge surrounding your mission critical wireless requirements, stakeholders, and your fielded communications solutions. These resources are contained in a dedicated 400 person division of Motorola that serves only the Federal Government and their unique needs. This dedicated team has the required clearances for your agency and is ready to support your unique communication needs on a moment's notice. We support you from the initial system concept throughout the life of your system.

RESOURCES INCLUDE:

Dedicated Account Manager – From constant contact about customer needs, to working with them on any technology challenges, your dedicated account manager is your primary focal point into Motorola Solutions. They have in depth knowledge of your operations and are your trusted advisor for all your communication needs.

Dedicated Customer Service Manager – Bringing the knowledge of customers' technology within their operations, service managers ensure that customers are receiving the most advanced support and services.

Dedicated Systems Engineering Lead – Solutions design, refresh and interoperability are the primary goals behind our account systems engineering leads, who average over a decade of experience with each customer.

Customer Satisfaction and Field Engineer (CSAFE) – A travel team dedicated to supporting Federal customers for the resolution of any field related subscriber radios with the resolution of any field related subscriber issues.

Cyber Security Lead – Attacks to customers' infrastructure and edge devices are a reality; the cyber security lead secures your technology of any possible threats that could pose a breach into operations.

Federal Technical Center (FTC) – Dedicated to federal government agencies and provides the necessary secure environment to repair and upgrade customer products. Repair cycle times are monitored daily and customers can view their repair process via an online portal.

MAXIMIZING ROI WITH SERVICE CENTERS & SUPPORT PROCESSES

RESOURCES INCLUDE:

Customer Critical Care (C3) – This process and our Failure Review Board Process are two of the cornerstones of our systemic improvement and sustainment best practices. Both are defined methodologies whereby our front line personnel have access to all 14,000 Motorola Solutions employees when resolving system anomalies and/or system performance issues.

Customer Center for Solutions Integration (CCSi) – Six Sigma tools and methodologies are utilized to stage, test and deliver defect-free systems. Our dedicated CCSi team stages hundreds of systems annually and enables MSI to deliver defect-free systems to public safety customers.

System Integration and Test Team (SIT) – A specialized engineering team that maintains dozens of legacy Motorola systems in a lab environment to fully test and vet patches and upgrades prior to the release to the field.

Worldwide Learning Services (WWLS) – A specialized team of educators who deliver field based, classroom based and distance learning courses to thousands of customers annually.

Vetting Lab – A lab dedicated to testing and vetting new versions of 3rd party software patches and information assurance (IA) testing, ensuring the technology our customers are equipped with meets IA standards.

System Support Center – The heart of Motorola Solution's central support operations employs state of art diagnostic tools and is designed to detect and restore issues before they occur. It also houses our 24x7x365 toll free call center that handles your incoming service request and manages each case from inception to closure, keeping you informed every step of the way.

Federal customers have chosen Motorola Solutions as their best value communications partner for over the past 90 years. Today Motorola Solutions continues to stand on sound financial footing and leads in all of the markets and verticals we serve. When you purchase a Motorola Solutions radio or system you get much more than just equipment. At Motorola Solutions will continue to innovate, lead this industry and connect people in the moments that matter by providing best value solutions.



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. motorolasolutions.com

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