

MYVIEW PORTAL

**YOUR SINGLE SOURCE FOR NETWORK INSIGHT
AND PERFORMANCE DATA**

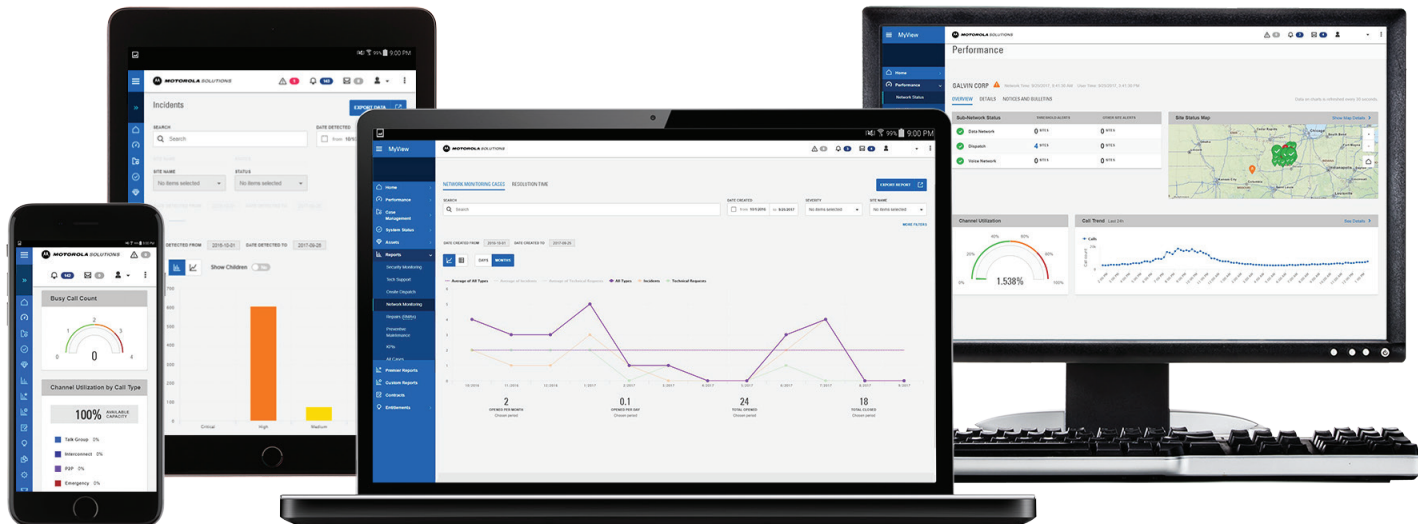


Mission-critical system operations rely on the dependability of the network. To operate your network successfully, you need data and insight into your network and systems. If you cannot view your network activities:

- Are you proactively managing your system or just reacting to issues?
- Do you know what is going on in your network at any given moment?
- What information are you currently using to determine if your network is operating efficiently?
- How easily can you access this information?

Without network performance visibility, you are just reacting to issues and do not know what is going on in your network. If the information you are using is not accurate, nor easily accessible, keeping your network up and running will be a constant challenge.

MyView Portal is a web-based platform that provides a transparent, single source view into your system, offering system data from our Network and Security Operations Center (NOC/SOC)—accessible online, at any time, from a computer or tablet.



EXPERIENCE USER-FRIENDLY LAYOUT FOR EASY NAVIGATION

The interface for MyView Portal is user friendly and easy to understand with four key areas of focus: visibility, notification, action and communication.

Visibility

Having accurate and accessible data is crucial to proactive system management. Calling to get updates on services and incidents is time consuming. MyView Portal gives you a behind-the-scenes view of data from our NOC and SOC. View this data from a central source that is always accessible and easy to understand. You do not have to call to see how we are resolving issues and delivering services.

Notification

In addition to giving you access to data, MyView Portal provides proactive notifications on updates, system issues and other actions you may need to take. You are notified about new software releases and security patches. For example, advanced notifications are sent for new Windows, Linux and McAfee Antivirus patches.

We also make you aware of on-site preventive maintenance schedules. This allows for preparation on your end and promotes efficient updates and upgrades. You also get contract information, with a 30/60/90 day window for renewals.

Action

If your contract is expiring or you need an additional level of support, you can view feature capabilities to determine what level of service is needed and take action to purchase services by requesting a quote. You can also download available software updates directly from MyView Portal.

Communication

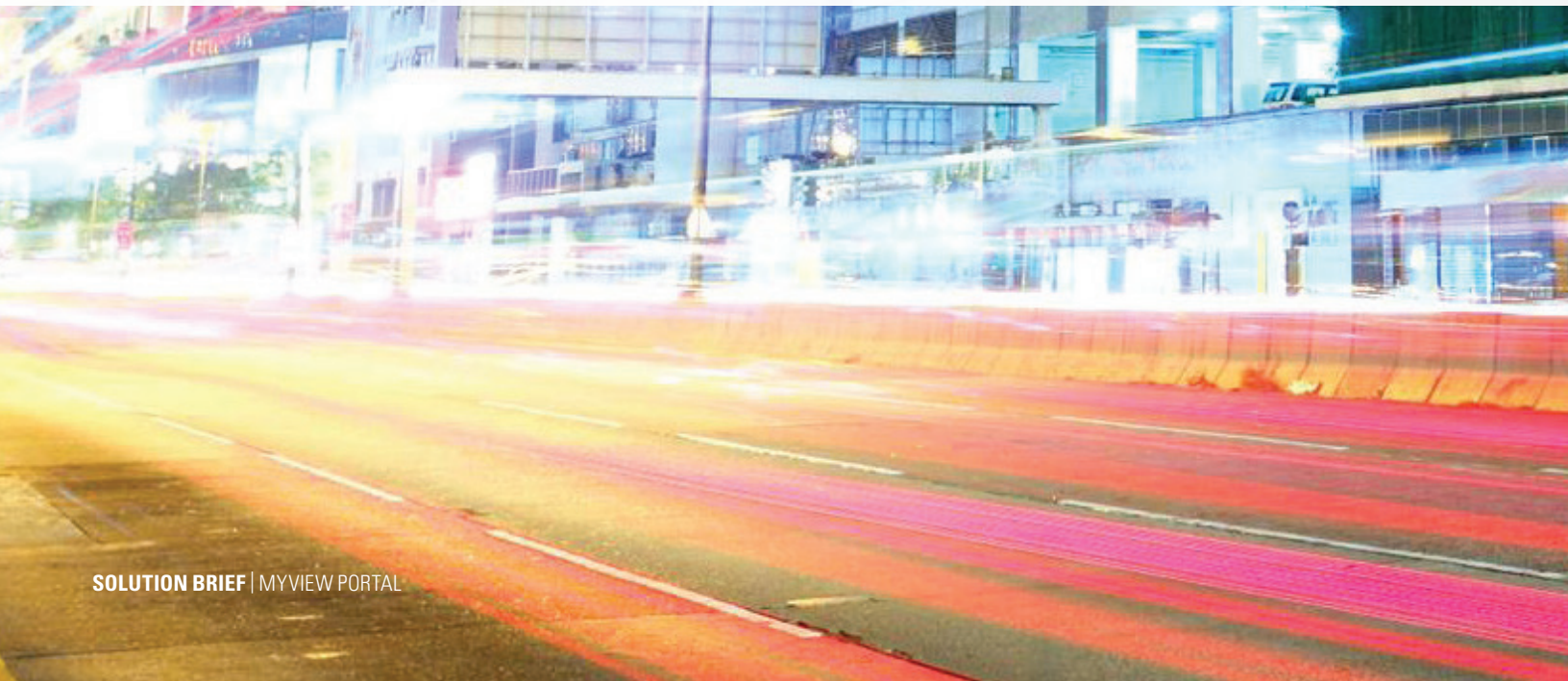
MyView Portal allows secure communication between you and your Motorola Solutions support team. Connecting via the portal will result in more efficient issue resolution with documented history for reference. You can also use the portal to exchange information with technical support regarding case information and updates.



DELIVERING DATA FROM A SINGLE SOURCE

With full transparency, you know without a doubt that you are getting value from the services you purchased. You control who has access to information—providing the right people with the right information. Data available to you:

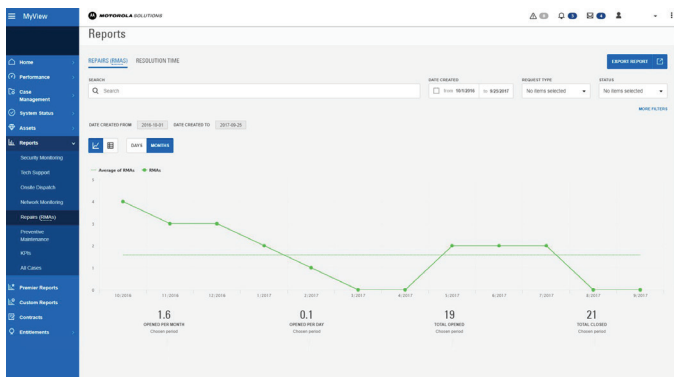
- Open and closed cases
- Severity status and resolution status
- Average time to resolve cases
- Network hardware repair
- Products associated with your system
- Security, hardware and software updates
- Next-level support features available with upgrades
- High-level system status
- Emergency alerts for severe incidents
- Individual site activity
- Activity status by geography
- Channel utilization and affiliation counts
- Performance and fault data
- Messages and notifications
- Actions that need to be taken
- Contract information and renewals
- User guides, bulletins and training documents



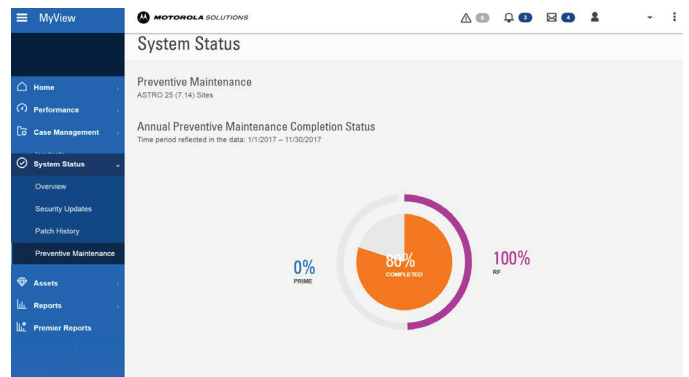
GENERATE REPORTS FOR NETWORK ANALYSIS

MyView Portal lets you generate your own reports. Easily create on-demand reports showing current or trending data from a single source in a graphical layout or detailed list format. Technical support, equipment repairs, preventive maintenance, onsite dispatch, network and security monitoring are some of the reports available. See report examples below.

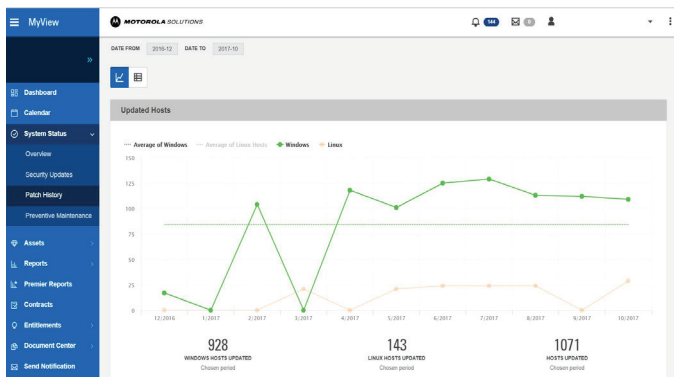
Open Cases and Return Material Authorizations (RMAs)



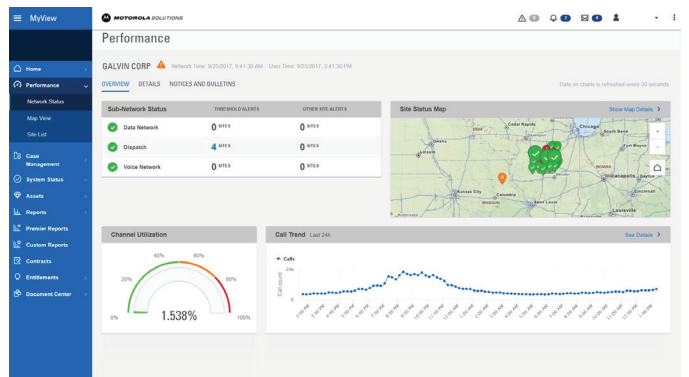
Scheduled Preventive Maintenance



Security Patch History



Overall Network Status





ENHANCE PERFORMANCE WITH THE RIGHT LEVEL OF SERVICE

MyView Portal is included in our service packages. Three flexible service options—Essential, Advanced, and Premier—allow you to choose the right level of service required to meet your business needs.

Essential Services Provide Support When You Need It

With Essential Services, MyView Portal provides technical support, incident resolution, onsite and hardware repair. Instead of having to call in to the help desk for updates, you can now view information on open and closed cases and track your equipment repairs and shipments. Notifications are sent when pre-tested security patches are available, so you can download and apply it with confidence. You control when they are applied. Generate your own network reports to understand current or trending system information on how we are supporting your services. View your system assets, contract information and renewal options. You are in control of how your system is maintained.

Advanced Services Improve Response and Continuity

With Advanced Services, MyView Portal includes all the Essential Services features, as well as additional capabilities to improve the network response and continuity of operations. MyView Portal's Network Event Monitoring gives you a view of open cases with resolution details on how we are performing to support your system. With this additional level of support, security patches are automatically downloaded to ensure your system is secure and functioning properly. System upgrade notifications keep you up-to-date on hardware and software updates.

Premier Services Maximize Performance and Reduce Risks

Premier Services offers the highest level of support, transferring day-to-day network operations to our managed services professionals to reduce system risk and responsibility. With the level of service, you get all the MyView Portal features in Essential and Advanced Services plus insights on how we are ensuring the uptime and performance of your network. You will have visibility into the overall status of geographic locations and specific sites. If there is an issue going at any site, you will see exactly what's going on at that location. More importantly, you will see how we are taking action to correct your network issue.

All levels of service offer technical support, hardware repair and trending reports. Different levels of data visibility are available to make it easier for you to control who has access your service and system information.

DRIVE YOUR PERFORMANCE WITH THE RIGHT LEVEL OF SERVICE



ENSURE CONTINUITY • ENHANCE PRODUCTIVITY • REDUCE RISK



DELIVERING RESULTS

A customer used MyView Portal to identify an issue at a specific site. An additional layer of data provided specifics on exactly what was going on with the site. The customer was able to immediately see how we were resolving the issue. The customer viewed the case notes entered by our technician, replicated the issue, and added notes that allowed the Software Support Center (SSC) to take further action. Instead of calling to the SSC, the communication for resolution took place via the MyView Portal.

“MyView Portal offered a simple and effective way to communicate and resolve issues.”

A customer sent in several pieces of network equipment for repair. Because these were critical components, repair status updates were needed. The customer was able to track each component by serial number to determine status in the repair process. By knowing three pieces of equipment were arriving in 24 hours, the customer was able to schedule his technical support to prepare for reinstallation upon receipt. Real-time tracking information provides visibility into the repair cycle and allows equipment to be tracked like packages, providing shipping and arrival status.

“Quick access to information we need.”

A new IT leader was attending a systems briefing meeting on network issues, suggested upgrades and overall performance. He was informed that one of their older sites was having intermittent outages that also affected several other offices. The leader asked if the team would use the next few weeks to gather information on incidents and repairs associated with this problem.

The systems manager informed him he could instantly pull up the data for review at that meeting. He generated trending reports showing: case details and response times, resolution status by severity level and data on hardware and software updates. They spent the last 30 minutes of the meeting reviewing the information and making data-driven recommendations.

“Our leader was pleasantly surprised at our ability to instantly generate network reports immediately—when this used to take weeks to complete.”

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

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2017 Motorola Solutions, Inc. All rights reserved. 11-2017