MISSION-CRITICAL AVAILABILITY, RESPONSIVENESS AND RESILIENCY

NETWORK MONITORING SERVICES

IN MISSION-CRITICAL OPERATIONS, NETWORK DOWNTIME IS NOT AN OPTION

You need to rely on an always-on, always-secure network. Every day there are many factors applying pressures against your network operation; complex mission-critical technology, outdated systems, staffing challenges and budget constraints. You need a partner that can focus on the technology while you focus on your mission.

CRITICAL ROUND-THE-CLOCK MONITORING

Monitoring your network is one of the most critical things you can do for your network.

According to a 2018 survey[1]:

- 67% of LMR managers who do not monitor their systems had at least one network outage in the past 12 months. 23% had three or more outages.

- Those organizations that monitor their systems 24X7 have nearly 50% fewer outages in the past 12 months than those that do not.

Networks can generate tens of thousands of alarms daily. Understanding which ones are critical and putting in place a proactive process to resolve them is crucial to the health of your network.

24/7

ORGANIZATIONS THAT MONITOR THEIR SYSTEMS 24x7x365 HAVE

50%

FEWER OUTAGES[1]

HOW CAN YOU BETTER MANAGE YOUR NETWORK?
CONSIDER THIS: OUR TEAM WORKING WITH YOUR TEAM

We understand the challenges you face. As the global leader and recognized innovator in mission-critical communications, we are uniquely positioned to provide unmatched network monitoring and management services for your mission-critical network. Our automated event correlation, intelligent algorithms tailored for mission-critical networks and predictive analytics can optimize performance and provide operational excellence.

MOTOROLA SOLUTIONS

In a recent Gartner study, forty percent of city CIO's cite insufficient budgets and IT resources as a significant barrier to meeting their network objectives.[2] Budget constraints and staffing challenges are often mentioned by LMR managers surveyed as their biggest barriers to 24x7 system monitoring[1], but we can help. With our services you get access to mission-critical expertise and tools that optimize availability, resiliency and cost-efficiency with reduced total cost of ownership.

PROACTIVE NETWORK MONITORING AND MANAGEMENT

DETECT	ANALYZE	RESOLVE	REPORT	PREVENT
CENTRALIZED OPERATIONS				
Proactive event monitoring and automated alerts	Real-time analysis and correlation	Incident investigation and resolution	Performance reporting	Advanced data analytics

ENSURE MINIMAL DOWNTIME AND AVOID OUTAGES

Our 24/7/365 remote network monitoring and incident management can help provide peace of mind regarding network performance. In addition to keeping a watch over your network we also monitor weather, political, national and local events so that we can help you respond to any emergencies. Our expertise, coupled with intelligent automation tools, enables faster incident identification and resolution.

Our services:

- **Detect faults** – Round the clock RF infrastructure and backhaul monitoring based on standard network performance thresholds; automatically identifies potential actionable incidents and sends out a notification.

- **Analyze incidents** – Using real-time, machine-learning-based analysis and correlation, minor network events are filtered out to pinpoint serious network incidents for resolution.

- **Resolve issues** – Our highly knowledgeable team of system experts backed by automation, resolve network issues remotely or on-site. Sophisticated virtual engineering technology enables automated incident triaging for remote or on-site resolution. We proactively communicate on incident closure and provide detailed case history.

- **Report performance** – We can provide visibility into the network health through performance reporting that includes insights around network availability, capacity, coverage, utilization on an ongoing basis. These data insights can help you understand and visualize your network resilience during specific time periods.

- **Prevent future issues** – Advanced analytics allows our analysts to examine failure patterns across the network and prevent issues by addressing their root causes before they impact network performance.

MOTOROLA SOLUTIONS - YOUR TRUSTED PARTNER

We believe that our set of highly knowledgeable people with industry certifications and mission-critical expertise, industry leading ITIL process for centralized service delivery and governance and state-of-the-art automation and analytics tools enables us to uniquely deliver enhanced network monitoring and incident management services that address your needs today and in the future.

GLOBAL EXPERIENCE

4M
USERS UNDER OUR MANAGED SERVICE
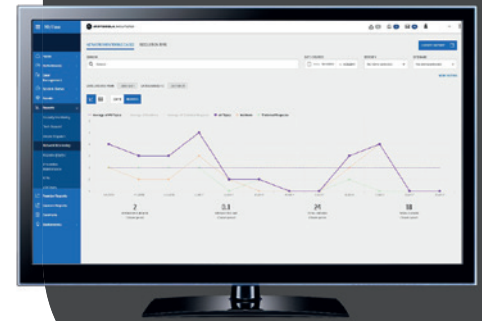
20M
EVENTS PROACTIVELY MONITORED EACH DAY

13K
SYSTEMS INSTALLED

100K
CUSTOMERS ACROSS 100 COUNTRIES

90+
YEARS OF EXPERIENCE

PERFORMANCE DATA, ANYTIME, ANYWHERE

Keeping you informed at all times, we provide you a single source, transparent, real-time view of your infrastructure operations from your desktop, laptop or tablet web browser. The dashboard provides you valuable, actionable information including performance trends like network utilization, availability and capacity, giving you a snapshot of your system health across sites.

For more information on our Network Monitoring and Management Services contact your Motorola Solutions representative or visit us at **www.motorolasolutions.com/services**

Resources
1 https://www.eengineering.com/downloads/motorola/motorola-solutions-lmr-services-survey-report.pdf
2 https://www.gartner.com/en/documents/3905723/2019-cio-agenda-a-government-perspective
3 https://www.motorolasolutions.com/content/dam/msi/docs/services/princeton_university_case_study.pdf

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