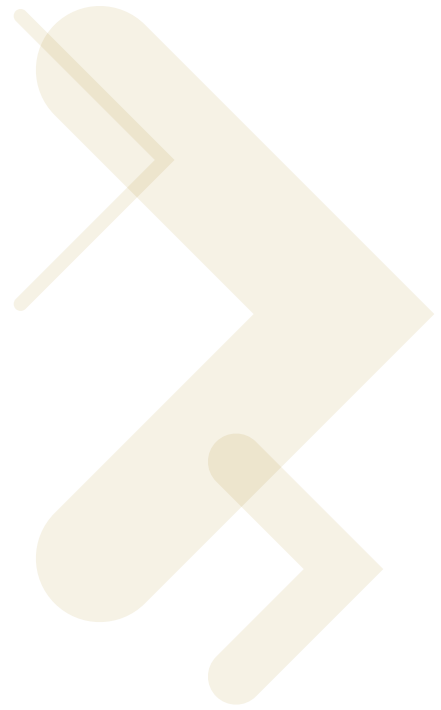# *Motorola Enterprise Mobility Services*

Motorola's Enterprise Mobility Services provide the expertise you need to achieve maximum performance and uptime throughout the lifecycle of your mobility solution — from planning, design, deployment and implementation to around-the-clock daily support.

Get the Motorola service advantage

You've invested in Motorola mobility solutions. Give that investment the best protection available…with Motorola Enterprise Mobility Services.

At Motorola, we care about your business. We understand the impact every minute of downtime can have on your operations — and on your return on investment. No matter what your support needs are, or where your business is located, our world-class global service and support centers are ready to help you resolve any issue. Our full complement of integrated support services is designed to keep your mobility solution up and running at peak performance to help you realize full value from your investment every day. And we provide a level of product expertise that only the manufacturer can offer — experience that allows us to identify and resolve your issues with record speed.

What can you expect when you choose Motorola Enterprise Mobility Services?

Around the clock coverage...around the globe

No matter where you are located or when you need us, we're always ready to respond and resolve your issue. Support is available around the clock, by phone or via the web — regardless of whether you have a question about the repair process or a detailed request for technical assistance.

We speak your language

When you call, you can count on reaching an agent who speaks your language. Our support centers offer fluency in 14+ languages — and our multi-lingual support is not bound to geographic borders. With our sophisticated call center technology, we can easily identify your preferred language. Our system then identifies and routes your call to the next agent that is available who is fluent in your language and your technology — regardless of whether they are located in your time zone or halfway around the world.

You get the right agent…right away

At Motorola, we understand how frustrating it can be to spend a lot of time just trying to reach the right person to resolve your issue. Our technology allows us to quickly identify why you are calling, and route your call to the specialist with the expertise needed to efficiently assist you. And in the event your issue requires escalation to higher-level engineers, we stay on top of your call. A single point of contact owns responsibility for your case, ensuring prompt attention until your issue is fully resolved.

Fast service…regardless of call volume…or local disaster

Our worldwide support structure was designed to enable the delivery of consistent service levels, even during peak calling periods. If a given support center reaches peak calling capacity, and the ability to promptly respond is at risk, calls are automatically distributed to other agents in other locations. Our disaster recovery planning ensures continuous support center operation even in the event of a local power outage. And our global network of call centers forms the equivalent of a self-healing network to protect service levels in the event of a natural disaster — for example, a hurricane or earthquake. In that instance, calls are automatically routed to other support centers around the world. So no matter when you call, our service commitment to you is not impacted.

No one knows more about a product than the manufacturer. When you choose Motorola for your service needs, you get access to the highest level of product knowledge available.

The simplicity of a single point of accountability for multi-vendor solutions

By their nature, mobility solutions are complex, usually involving more than one vendor. Motorola Enterprise Mobility Services simplify that complexity with a unique approach — our support center provides a single point of accountability for your entire mobility solution. Our tight integration with our partners allows us to easily coordinate behind the scenes as needed to ensure your issue is resolved as quickly and as easily as possible — regardless of whether the issue lies with the Motorola components or the third party components that are a part of your Motorola mobility solution.

We track our own performance — and your satisfaction — on each and every call

Our service function is never static — every day, we strive to understand where and how we can serve you better. Our technology allows us to track every event to every end user and every agent, providing visibility into four key metrics: agent professionalism, agent performance (level of knowledge and service speed), technical capabilities and overall customer experience. This rich data set forms the foundation for our continuous improvement initiatives. In addition, our support specialists continually update their skills, averaging 240 hours of education annually per person on our enterprise mobility products, and emerging software and hardware technologies for both our products and third-party products. And our annual and daily transactional surveys allow us to keep our finger on the pulse of your satisfaction level.
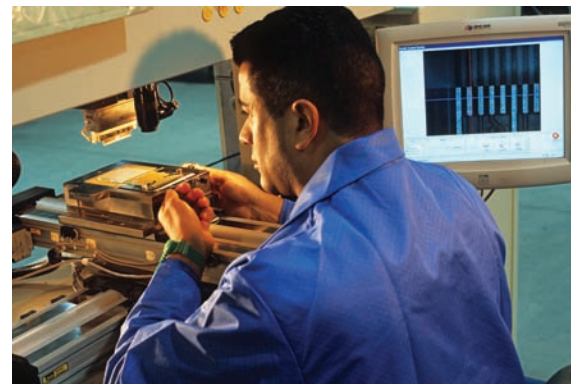
'Service from the source' — an unparalleled level of expertise

No one knows more about a product than the manufacturer. When you choose Motorola for your service needs, you get access to the highest level of product knowledge available. In fact, the locations of our service centers were chosen to enable a tight integration between our service and engineering organizations. As a result, service technicians have easy access to our product engineers to help resolve tough issues. And our engineering organization can easily spot service trends that reveal product issues that can be proactively resolved at the manufacturing level.

What makes our repair operations different? Motorola invests in the sophisticated equipment required to bring advanced component and sub-assembly diagnostic and repair capabilities in-house, providing complete control over the speed and quality of the repair process.

Consistent service you can count on

Our commitment to quality translates into consistent service levels. No matter where in the world your product is repaired, you experience the same quality of service today, next week — and next year. Standardized testing and repair processes ensure that no matter where your product is repaired, we deliver consistent quality you can count on. And our Quality Assurance program is led by Six Sigma Black Belts, ensuring continual quality improvement in the repair process as demonstrated by ISO 9001 certification of our centralized support and service centers.

We set the standard for repair quality

At Motorola, our holistic approach to repair sets the industry standard for repair quality. Lean manufacturing work cells specialize in specific product families for maximum repair effectiveness. Instead of simply repairing what is broken, all products receive full testing, allowing us to discover if there are any other related or non-related issues that are impacting product performance now — or could potentially impact performance in the near future. In addition, we will notify you of any engineering changes, and with your permission, will update the device as part of the repair process. As a result, when your equipment requires repair, you can be sure that it will be fixed right, fully restored to manufacturing specifications, and returned ready to use right out of the box.

The right parts at the right time for fast repair

A critical aspect of repair turnaround time is parts availability. To protect repair times, the management of parts procurement and parts inventory for all worldwide depots is centralized inside of the service function. The movement of the supplier relationships from corporate purchasing into the service function streamlined the ordering process, reducing ordering lead times and improving predictability of supply. As a result, the right part is available at the right time and the right place for your repair.

Advanced in-house component repair capabilities

What makes our repair operations different? Motorola invests in the sophisticated equipment required to bring advanced component and sub-assembly diagnostic and repair capabilities in-house, providing complete control over the speed and quality of the repair process. For example, Teradyne® equipment allows us to rapidly identify issues related to printed circuit boards — which in turn enables our technicians to pinpoint and replace only the defective components, helping to maintain board integrity. Additional in-house repair capabilities include glass repair (liquid crystal displays – LCDs); RF radio repair and more.
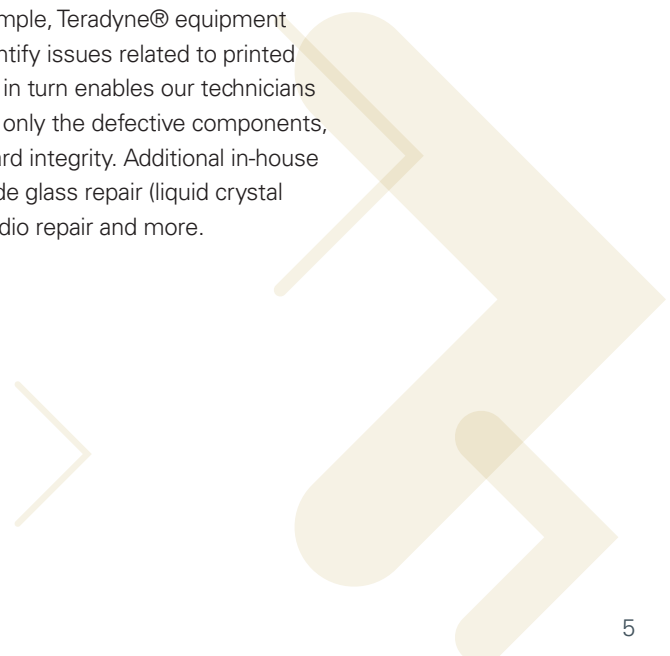
Our integrated service and support operations translate into real value for you

Motorola's knowledge, experience and expertise have enabled us to architect a superior service and support operation based on best-in-class business practices. The strategic location and design of our global support centers and the technology infrastructure behind our centralized service operations provides a total support solution, allowing information to flow seamlessly throughout our entire service and support organization. Whether you need assistance from our support center, a product repaired, or onsite support, you are working with a single vendor with insight and knowledge about your entire service experience.

Why is this important to you? Because we pass the benefits on to you. Our superior utilization of resources translates into a highly efficient and cost-effective service operation and enables us to offer real value — the right services at the right price. For example, comprehensive coverage is offered for many of our products as part of the service contract, ensuring service even in the event of accidental damage as well as normal wear and tear — at no additional cost.

We've got you covered

Your mobility solution is critical to your business success every day — it is mobility that empowers your employees with the real-time two-way voice and data communications needed to improve the speed and accuracy of your business processes. With Motorola's global world class services, you can keep your mobility solution up and running at peak performance – maximizing uptime and value for this crucial business investment. When you choose Motorola Enterprise Mobility Services, no matter what you need, or when you need it…we've got you covered.

To find out how you can get the services you need to maximize uptime and the value of your Motorola enterprise mobility solution, please visit us on the web at www.symbol. com/services or access our global contact directory at www.symbol.com/contact

Measuring the statistics that count

At Motorola, in addition to the traditional call center statistics, we measure what matters most: resolution time. It is this number that verifies how fast you can expect your problem to be fixed. Our metrics speak for themselves — in spite of the phenomenal transaction volume, most calls are resolved within an hour.

Support center statistics

- 1 million transactions per year

- 850,000 calls resolved annually within 24 hours

- 800,000 calls resolved annually within 1 hour

- Only .05% of cases open at year-end

Snapshot:
Motorola Enterprise Mobility Services

Motorola's comprehensive services are available to provide assistance pre- and post- deployment. Our Advanced Services are available to assist you with any stage of development of your mobility solution — from planning and assessment through system design and deployment. And once your mobility solution is in place, our Customer Services keep your products up and running at peak performance.

Pre-deployment: Advanced Services

To realize the full potential of enterprise mobility, you need an experienced and highly skilled organization that knows and understands the challenges of mobility — and your industry. With Motorola's Advanced Services, you can count on the expertise you need to develop and implement enterprise mobility solutions that are designed from the ground up to deliver maximum return on investment — and to meet your needs today as well as tomorrow. Regardless of whether you are deploying a wireless LAN infrastructure, RFID technology, or a specific Motorola offering such as Wireless IPS or Mobility Services Platform (MSP), you can depend on assistance every step of the way. Tiered programs incorporate an integrated lifecycle approach — from planning and assessment through design, deployment and implementation — into a single streamlined program.

Post-deployment: Customer Services

Ensure maximum uptime with our Customer Service programs, which provide service levels well above and beyond standard warranty coverage. Our flexible offerings allow you to choose the level of options that best meet your needs, including a choice of repair turn-around times, response options, same day shipping of replacement units, on site service, and more. Our service programs are delivered through an integrated global support infrastructure that includes everything from local language technical support,

24x7x365 coverage and efficient service centers that support the full range of enterprise mobility products. You are assured that assistance is available whenever you need it — via the phone or the Web, at our service center or at your location. Some of our Customer Services include:

Service from the Start with Comprehensive Coverage

This program sets a new standard for service. From the first day of your hardware purchase, normal wear and tear coverage is expanded to include accidental breakage, ensuring that no matter what is damaged — from cracked plastics, broken screens and keypads to damage to other components — your repair is covered.

Advance Exchange Support

Minimize the high cost of device and employee downtime in your business with Advance Exchange Support. With just one call, this cost-effective multi-year coverage plan provides the next-business-day replacement you need to keep your business running smoothly and productively.

On Site System Support

When you need maximum uptime, choose On Site System Support. Problem resolution begins the moment we receive your call. If we are unable to resolve the issue remotely, a trained field service technician is dispatched to repair the equipment on-site at your facility.

Software Support

Keep your system up-to-date with software support services. This program includes around-the-clock support and access to software releases throughout the term of your service contract.

MOTOROLA