THE NEW ERA OF SERVICES IN CITIES

By: The Solutions and Services Team at Motorola Solutions LACR

Technology is evolving by leaps and bounds and at such a dizzying pace that it is increasingly difficult for companies and organizations to keep up without investing large sums of money to adopt, maintain, manage and operate these technologies. Managed services are an answer to this reality; under a managed services contract, providers make available to their clients all the resources, platforms, experience and processes needed to maintain, manage and operate their technology so they can focus on their core mission, without technology becoming an obstacle.

Managed services can also be incorporated within different business models to not only meet the client's operational and technological needs but also its business needs.

1. **What do managed services offer to a technology leader at a public safety agency?**

a. Managed services help organizations protect their assets. Providers of this service allow organizations to focus on their core mission by taking care of their client's systems or networks.

b. They **monitor and manage** the client's communication systems and devices. The most common services include network management, hardware and software management, vulnerability assessment, malware solutions, auditing, equipment support and maintenance, regulatory compliance, and more.

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Through this model, providers assume responsibility for their clients' networks and other resources; however, this does not mean that the clients are totally excluded from managing their security.

c. Managed services allow public safety agencies to develop a unique strategy based on their operational requirements, while also providing access to highly specialized personnel and tools designed to ensure the optimal operation their mission-critical systems.

2. What is the added value of buying a service package?

a. **Protection against equipment obsolescence**
The fast-paced changes occurring in technology mean that any equipment runs the risk of becoming obsolete quickly. With a Motorola Solutions service contract, every update to the platform will be completely included and the network will always be ready and updated when needed.

b. **Elimination of equipment downtime**
The package includes certified technical personnel available 24x7 to diagnose any incident and specially designed tools and software to provide the level of service required.

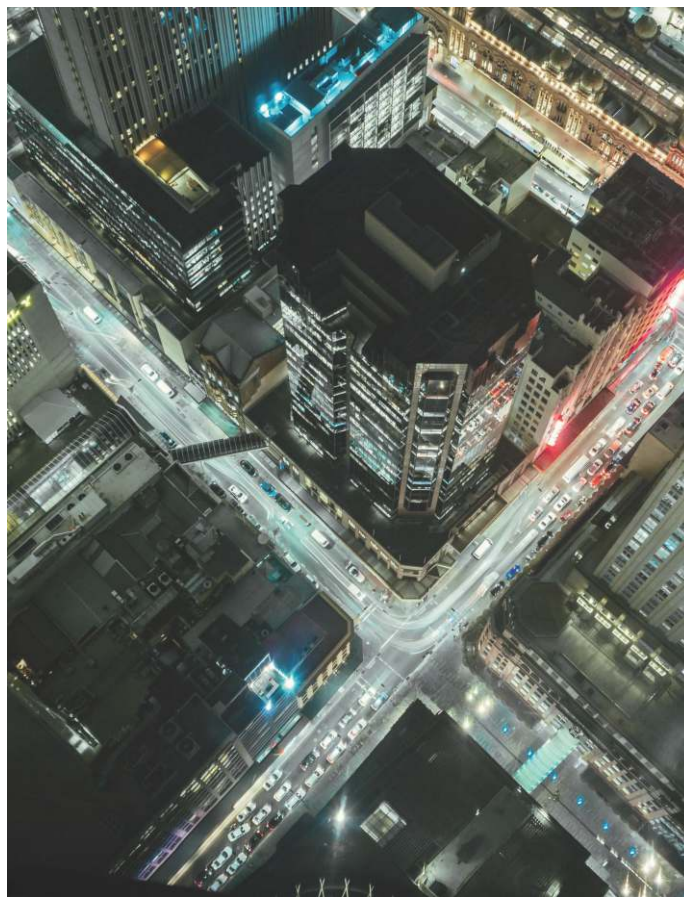c. **Protection against cyber attacks**
Cyber-attacks that compromise entire networks, putting data security and citizen safety at risk, are increasingly common. The security measures taken yesterday may not hold up against tomorrow's cyber-attack. Cyber security services, available through service packages for radio communications networks, are designed to safeguard the operational integrity of the systems.

d. **Predictable budget and control over spending**
When equipment is covered by a Motorola Solutions service contract, it is possible to predict the maintenance budget and minimize unexpected operational or investment costs. These contracts also provide access to certified technicians whenever they are needed, eliminating the need for additional investments in personnel training.

e. **Compliance with international security standards**
As new threats and vulnerabilities are discovered, commercial software providers launch frequent security updates. The prior evaluation procedures that we put

these updates through keep the client's equipment in compliance with strict international security regulations.

3. What is a SUA and how does it work?

a. **SUA:** System Upgrade Agreement. As new versions of radio communications systems become available, Motorola provides the client with the software, hardware and deployment services needed to update the infrastructure of their radio communication system in a period of two years, while the SUA is valid.

b. **What is the value of an SUA compared to buying the solution from scratch?**
A service update agreement (SUA) is more convenient than updating the system once it becomes obsolete, not only because of the cost of renovating the system versus keeping it updated but also because of the indirect cost associated with the service, support, "maintainability" and operational continuity of the system.

4. Is it possible to have a mixed option? I have one part of the infrastructure and the other is provided as part of the service contract.

a. As long as the performance of the network and the continuity of the service standards needed for optimal operation are ensured, there are a series of possibilities, packages and business models that can be analyzed along with the client.

5. What characteristics should a Service and Managed Services provider have? What are the filters for knowing whether I can hand my system over to that company?

The provider should:

a. Have defined performance levels broken down by types of agreements, using measurable key indicators.
b. Be able to create reports and displays of data that illustrate the performance of the services provided at a glance.
c. Provide risk assessment to determine the systems' level of vulnerability and recommend improvements as well as develop a plan to protect against cyber-attacks.
d. Provide constant and proactive proof that they discover vulnerabilities.
e. Take an inventory of the network's assets, including cataloging all the components and proactively developing a strategic, long-term equipment maintenance plan.
f. Have specialized and dedicated technical personnel that can handle unexpected incidents and take proactive measures; platforms and infrastructure that allow it to manage the service and provide relevant information about the service to the client; and processes that enable it to deliver an optimum and excellent managed service.
g. Be capable of solving problems on-site or remotely.

Technology as a service is an excellent way for clients to access cutting-edge technologies, especially when, because of the cost of investing in infrastructure, they would not otherwise be able to do so.

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