

## ESSENTIAL SERVICES FOR NITRO™ DEVICES

### Support When You Need It

Take full control of your communications network. Nitro's fully managed platform combines business-critical voice with private broadband data — enabling a unified, seamless, hassle-free operation. Advanced capabilities ensure communications are safe, clear and reliable across your entire enterprise.

With Essential Services for Nitro, you can keep your devices secure and up-to-date. Essential services provide software updates, technical support, hardware repair and accidental damage. Essential service is a required addition to your Nitro Evolve handheld.

#### Essential Services Key Components

- Software Updates
- Hardware Repair
- Technical Support
- Accidental Damage



### SOFTWARE UPDATES

Essential Services for Nitro gives you access to certified and tested software updates via the Nitro Cloud Portal.

Software updates protect your investment and provide access to new features as they are developed — expanding your capabilities beyond voice for increased productivity, reliability and safety.

## HARDWARE REPAIR

State-of-the-art diagnostics equipment, repair tools and replacement parts help ensure your devices are protected from normal wear and tear and are back in operation. Two-way shipping is included. All devices are returned to factory specifications and updated with the latest firmware. Our service centers are certified to comply with ISO9001.

## TECHNICAL SUPPORT

Motorola Solutions' Technical Support service provides telephone consultation for technical issues requiring Nitro knowledge and troubleshooting capabilities. Remote Technical Support is delivered through the Motorola Solutions Support Center (SSC) by a staff of technical support specialists skilled in diagnosis and swift resolution of device performance and operational issues.

Motorola Solutions understands the importance of maintaining business-critical systems. That's why it applies leading industry standards to record, monitor, escalate and report technical service calls from its customers.

## ACCIDENTAL DAMAGE

Our devices are built for superior performance. But we understand that accidents happen. With the accidental damage option, water, chemical or physical abuse are covered — making your device repair and replacement costs fixed and predictable. All devices are returned to factory specifications, updated with the supported firmware and shipped back to you. Our service centers are certified to comply with ISO9001.

## SERVICES AT - A - GLANCE



## MOTOROLA SOLUTIONS YOUR TRUSTED PARTNER

We believe that our set of highly knowledgeable people with industry certifications and business-critical expertise, industry-leading ITIL process for centralized service delivery and governance, and state-of-the-art tools allow us to provide superior Device Services that address your needs today and in the future.

For more information, please visit us at [www.motorolasolutions.com/deviceservices](http://www.motorolasolutions.com/deviceservices)



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