



# Enterprise Mobility Software Support



## FEATURES

### Access to software updates

The most cost-effective means to keep your enterprise mobility devices updated

### Around-the-clock support availability: 24x7x365

Provides the support you need, when you need it

### Priority call handling with defined escalation process

Ensures timely resolution of any issues to keep your enterprise mobility devices trouble-free and operating at peak performance

## Protect your critical enterprise mobility products

Your Motorola enterprise mobility devices keep your employees connected and productive as they move throughout your facility. Help ensure these critical devices continue to run at optimal efficiency with Motorola Enterprise Mobility Software Support.

This crucial service includes anytime access to software releases and technical support, including an unlimited number of support cases.

## Maximize performance with the latest functionality

Make the most of your enterprise mobility investment with full access to entitled software releases throughout the term of your service contract. With updated software, software-related issues are minimized, keeping your employees up and running and connected to your business systems.

## The expert support you need... when you need it

This critical support program helps ensure maximum uptime with around-the-clock access to technical experts. Whether you need help configuring a mobile device or resolving a software issue, Motorola experts are ready and waiting to take your call — 24 hours a day, 7 days a week, 365 days a year\*. Your call will be immediately routed to a technical support

engineer who will begin problem diagnosis and manage the issue through resolution. Your call will be escalated to our engineering experts as needed to ensure rapid return to operations.

## Outstanding value — and return on investment

As the developer and manufacturer, Motorola provides superior expertise to meet your support needs for your enterprise mobility products. This valuable software support program provides the resources you need to maximize performance, security, and reliability for your enterprise devices at a predictable cost. And by minimizing software-related downtime, this service helps keep your enterprise mobility products running at an optimal level — improving the overall return on investment for your Motorola enterprise mobility solution.

To purchase Motorola Enterprise Mobility Software Support, access our global contact directory at [www.motorola.com/enterprise/contactus](http://www.motorola.com/enterprise/contactus)

For more information about Motorola Enterprise Mobility Services visit [www.motorola.com/business/services](http://www.motorola.com/business/services)

For online support visit [www.symbol.com/support](http://www.symbol.com/support)

**SPECIFICATION SHEET**  
**Customer Services**

ENTERPRISE MOBILITY SOFTWARE SUPPORT

**Convenient software downloads from password-protected support site**

Provides access to software releases; e-mail subscription for notification makes it easy to stay up-to-date

**Unlimited number of support cases per month**

Lowers total cost of ownership — unlimited number of support calls and cases at a pre-defined annual cost

**Easy access to online, self-service web portal**

Puts essential support tools and resources right at your fingertips

At a Glance: Enterprise Mobility Software Support

DELIVERABLE	WARRANTY: CORE PRODUCT SOFTWARE	ENTERPRISE MOBILITY SOFTWARE SUPPORT
Length of time	Coincident with specific product warranty period	1 year (multi-year Service from the Start agreements available)
Service window	9 hours (Customer's local time 8 a.m.– 5 p.m.) 5 days (Monday–Friday)	24 hours 7 days, 365 days a year *
Telephone response time	Next business day	Immediate routing to a technical support engineer
Telephone assistance for reproducible non-conformance issues	•	•
Access to service releases identified by our technicians to address a specific reproducible non-conformance issue ("software patch")	•	•
Access to maintenance releases		•
Telephone/e-mail assistance for general installation, configuration, and operational issues for entitled Core Product Software		•
Unlimited support requests		•

Motorola Enterprise Mobility Software Support provides full access to technical support resources and entitles software release downloads for Core Product Software, as described in the Motorola Enterprise Mobility Software Support Service Description Document. Motorola Enterprise Mobility Software Support is available worldwide for Motorola mobile computers and select ADC devices.. For complete program details, eligible products and information about availability in a specific country, please contact your local Motorola Enterprise Mobility business representative or business partner.

\* **Note:** Local language support is provided Monday–Friday 8 a.m. to 5 p.m. (customer's local time) in North American and Latin America, Monday–Friday 8 a.m. to 7 p.m. (CET) in Europe, the Middle East and Africa (EMEA), and Monday–Friday 8 a.m. to 8 p.m. (Australian EST) in Asia Pacific (APAC). After-hours support is provided through the Motorola Enterprise Mobility support center in English only. In addition, e-mail support is only provided Monday–Friday 8 a.m. to 7 p.m. (CET) in EMEA.



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