



# On Site System Support



## FEATURES

### **On-site response to your location within your contract commitment**

Minimizes downtime and simplifies equipment maintenance to protect your investment

### **High quality service**

Our expert technicians have the training and knowledge necessary to diagnose and repair your covered products

### **Available as a “service from the start” program for seamless service coverage**

Provides total peace of mind with protection that begins from the date of purchase

### **Telephone technical support with fast 2-hour response time to escalated issues**

Get the answers you need, when you need them with priority call handling

## **Superior Systems Support Tailored to Your Business Needs**

Protect your investment in enterprise mobility solutions with the technical expertise and added value only Motorola can provide. Motorola’s On Site System Support delivers peace of mind with the services you need, ensuring rapid problem resolution and a fast return to full operability with a range of options to fit your business needs.

## **Simplicity in Process, Efficiency in Response**

When you need help, you don’t need recordings. That’s why Motorola On Site System Support is designed to provide an immediate response with minimum effort. Initiate on-site service with a single phone call; a Motorola support specialist will offer quick problem determination and resolution. In addition, our defined call escalation process ensures that a Motorola Network or Systems Support Engineer addresses your issue within the response commitments of your contract.

If on-site response is required, a Motorola Field Service Representative will be dispatched to your location the next business day. You can rely on Motorola to get your system up and running — your call is tracked and managed until your system is repaired and restored to optimal performance. With On Site System Support, repairs are simple — and easy.

## **Confidence at Every Level**

On Site System Support offers a complete suite of options tailored to help you maximize the benefits of

your enterprise mobility solution. Whether your business relies on wireless switches, access ports or industry-leading RFID products, you can depend on high quality service to meet your unique support needs. When Motorola-trained technicians are dispatched to your facilities, they provide the professional expertise necessary to address any issue, including diagnosis and repair of any covered product.

## **Why On Site System Support?**

Count on Motorola On Site System Support for service delivered directly to your facility, with the security and expertise you need to protect your investment:

- High-quality service delivered by expert technicians
- Priority telephone support for fast response
- Defined call escalation procedures
- On-site response to your location within your contract commitment
- Coverage every business day<sup>1</sup>
- Available as a Service from the Start program for seamless coverage

For more information about our service programs or to purchase Motorola On Site System Support, access our global contact directory at [www.symbol.com/contact](http://www.symbol.com/contact).

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

On Site System Support

**On Site System Support At a Glance**

An On Site System Support agreement delivers coverage and security beyond the standard warranty protection and provides:

<b>On-site Coverage</b>
<ul style="list-style-type: none"><li>• Monday–Friday Coverage</li><li>• 8 a.m. - 5 p.m., Local Time</li><li>• Next Business Day (NBD) on-site response<sup>1</sup></li></ul>
<b>Telephone Support</b>
<ul style="list-style-type: none"><li>• Monday–Friday Coverage</li><li>• Telephone support with defined response time and escalation path – 1-hour response to escalated issues</li><li>• Access to Motorola’s Web-based portal for your support needs</li></ul>
<b>Available as a Service from the Start program</b>

**Custom On Site System Support Program Options**

In addition to the standard program, you can opt for a customized contract, tailored with the following options:

- Priority Plus: Get on-site response to the covered site within four business hours of your initial call.<sup>2</sup>
- Saturday Coverage: Extend your coverage to include 8:00 a.m. - 5:00 p.m. local time on Saturdays.
- Sunday Coverage: Add Sunday coverage, available between 8:00 a.m. - 5:00 p.m. local time.
- Holiday Coverage: Add on-site support between 8:00 a.m. - 5:00 p.m. local time on Motorola-observed holidays.
- 12-Hour Coverage: Choose your own start time and be protected 12 hours every coverage day.<sup>3</sup>
- 24-Hour Coverage: Get around-the-clock coverage.<sup>1</sup>

For additional information about our service programs visit [www.symbol.com/services](http://www.symbol.com/services)

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

1. Excluding Motorola observed holidays (optional coverage available)
2. May not be available in all areas
3. Coverage must include the hours of 8:00 a.m. - 5:00 p.m. local time

On Site System Support is available as a one-year contract and as a multi-year Service from the Start program that must be purchased within 30 days of the product purchase.

Service availability can vary worldwide by country. Additional charges may be incurred for coverage outside Motorola’s primary geographic areas.

- Available in the United States. For service in AK, MT, ND and SD, additional charges may apply. Contact your local Motorola business representative for a quote.
- Outside the U.S.: available in Canada, Germany and the U.K.
- For information on availability in other geographies, please contact your local Motorola Enterprise Mobility business representative.



**MOTOROLA**

[motorola.com](http://motorola.com)

# Legacy Technology Services

**We Rent & Sell All Types Of Barcode Equipment**

Call now to talk to an expert

**866-271-9891**

[www.LegacyGlobal.com](http://www.LegacyGlobal.com)

Some brands we carry



MOTOROLA

**Intermec**

**DATALOGIC**™

**Honeywell**

**EQUINOX**  
PAYMENTS



## About us

- Legacy Technology Services is a leading nationwide provider of mobile computing, barcode, printers and point of sale equipment and services.
- For over a decade, thousands of clients across North America have trusted us to provide equipment from leading manufacturers backed by the services to support them.

## Latest Hardware from top manufacturers

- Legacy handles virtually every major manufacturer of mobile computing, barcoding and point of sale equipment.

## Expert Repair and Maintenance services

- Legacy is one of the best repair facilities in North America

## Discontinued product sourcing

- They don't make it anymore? Our inventory also includes manufacturer close-outs and discontinued equipment to support our clients legacy infrastructure.

## Trade-in and Disposal services

- That old equipment laying around your facility may still have some value. Legacy routinely purchases equipment from our clients around the globe.
  - Data destruction
  - Hardware disposal
  - Auditing services

## Dedicated client account team

- Dedicated, highly trained account managers are here to answer all your questions and provide top notch service.

## Equipment rental services

- Sometimes renting is a better solution, Legacy's huge rental inventory provides the equipment you need for temporary needs and projects.



[Legacy, Inc.](http://Legacy, Inc.),  
160 West Road,  
Ellington, CT 06029

Toll Free: 866-271-9891  
Fax: 888-522-4684