



AirDefense Services Platform Software Support



FEATURES

Access to software releases

The most cost-effective means to keep your system updated; helps provide maximum protection against emerging network security threats

One call does it all

Simplifies support — just one call initiates service through to resolution

Priority call handling

Immediate routing to a technical specialist combined with a defined escalation path ensures that you get the answers you need

Critical service for a critical solution

You count on Motorola's AirDefense Services Platform for seamless integration of your wireless security monitoring, policy and compliance reporting, and multi-vendor WLAN infrastructure management — and to protect your wireless network infrastructure and traffic against a wide variety of security threats. Now get the support you need to maintain up-to-date protection with AirDefense Services Platform Software Support. This service provides online access to critical software updates and around-the-clock access to technical support engineers plus access to support tools and other product information on the Web. Help ensure maximum availability and reliability for your AirDefense Services Platform — and maximum protection for your enterprise — with this high-value service.

The support you need...whenever you need it

Essential wireless monitoring solutions require around-the-clock support — and Motorola's AirDefense Services Platform Software Support delivers, providing telephone and email support 24 hours a day, 7 days a week, 365 days a year¹. Your call will be routed to a technical support engineer who will immediately begin to assess the possible

causes for your software operational issues, and will manage the problem through to resolution. And if needed, your call will be escalated to higher-level engineering teams to help ensure issues are resolved quickly to keep your network secure against the constantly changing wireless threats.

Up-to-date protection against the latest security threats

This critical support service provides full access to technical resources and updates throughout the term of your service contract, providing the peace of mind that comes with knowing you have protection against the latest wireless security threats and attacks. With AirDefense Services Platform Software Support, you are entitled to wireless threat updates and access to entitled software releases — from software updates to maintenance releases — available from our password-protected website.

Maximize the value of your AirDefense Services Platform

With AirDefense Services Platform Software Support, software-related downtime is minimized while your enterprise enjoys maximum protection against emerging threats. And Motorola's AirDefense Service Platform Software Support

SPECIFICATION SHEET

Support Services

AirDefense Services Platform Software Support

24x7x365 support availability

Provides crucial around-the-clock service to ensure maximum uptime for your WLAN infrastructure

Unlimited number of cases per month

Helps ensure access to service whenever you need it for single upfront cost

Easy access to online, self-service web portal

Stay current with easy, anytime access to essential support tools and resources — including updates and patches, product documentation, release notes and more.

is designed to be flexible; simply add additional support for optional modules selected, from Advanced Forensics to WLAN Management, for a support solution tailored to your system requirements. The pre-defined annual cost for unlimited service cases delivers a low total cost of ownership. This critical service helps keep your wireless network up and running, and your mobile users productive, improving the return on investment for your system.

For more information about the complete range of Motorola Enterprise Mobility Services and Motorola AirDefense Services Platform Software Support, please visit us on the Web at www.motorola.com/business/services or access our global contact directory at www.motorola.com/enterprisemobility/contactus

At-a-Glance: AirDefense Services Platform Software Support

DELIVERABLE	WARRANTY	AIRDEFENSE SERVICES PLATFORM SOFTWARE SUPPORT
Length of time	90 days	One and three year service agreements
Service window	9 hours (Customer's local time 8 a.m.–5 p.m.) 5 days (Monday–Friday)	24 hours, 7 days (Monday–Sunday) ¹
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 software releases (includes maintenance releases and patches)		•
Access to all wireless threat updates (corrective actions for recently discovered security vulnerabilities)		•
Unlimited support requests		•

¹ Local language support is provided during standard business hours Monday–Friday 8 a.m. to 5 p.m. (customer's local time) in North America and Latin America (NALA), 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 and Monday–Friday 8 a.m. to 8 p.m. (Australian EST) in APAC.

Motorola AirDefense Services Platform Software Support is available worldwide. For complete program details and information about availability in a specific country, please contact your local Motorola representative.



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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.



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