Mobility Services Platform 3 Software Support
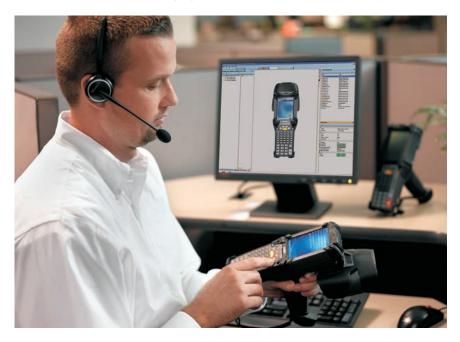
Integrated system coverage with an unlimited number of cases for your MSP application — server software and mobile client software
Significantly reduces surprise support costs; provides enhanced protection with a lower TCO for your MSP investment

One call does it all
Simplifies support — just one call initiates service, regardless of which elements of your solution may need attention

Telephone technical support with immediate routing to an MSP technical specialist and fast telephone response to escalated issues
Get the answers you need when you need them with priority call handling

Protect your essential MSP mobility management solution with end-to-end coverage

Motorola's Mobility Services Platform (MSP) gives you the power to monitor and manage your mobile devices. Now, you can keep this critical business application maintained and updated with the most current software releases with Motorola's Mobility Services Platform 3 (MSP3) Software Support programs. You can take advantage of one year or three years of coverage, competitive pricing, predictable support costs, unlimited technical support calls and from-the-source MSP expertise only available from Motorola.

One call does it all

One-call simplicity eliminates the complexity typically involved in supporting sophisticated device management software solutions. Your call is answered swiftly and immediately routed to an MSP technical specialist to begin problem diagnosis. Since time is of the essence for this critical business application, any issue that cannot be resolved during that call is immediately escalated. A defined path ensures that your case is tracked through resolution and resolved as rapidly as possible — regardless of whether the problem is in the Motorola MSP server software or the MSP client software running over wireless client devices, such as mobile computers, mobile printers and laptops.

Access to Expert Technical Support

The MSP3 Software Support plan offers technical support by telephone or email Monday through Friday, 8:00 am to 5:00 pm local time.[1] For businesses that need true anytime coverage, access to software releases for your MSP software is available around the clock, 24 hours a day, 7 days a week.

And there's an MSP3 Software Support plan for any Edition of the software you have. Whether you use MSP3 Stage Edition to have your devices seamlessly join your wireless network upon deployment, MSP3 Provision Edition to deploy applications to your mobile devices across the network or Control Edition to fully utilize all of MSP's comprehensive device management features, Motorola has a service plan that fits you.

Maintain maximum functionality — and maximum value

Make the most of your investment in your MSP solution with full access to entitled software releases throughout the term of your service contract with MSP3 Software Support. And when updates are available, simply download from our secure web site.

Multi-year discount and lower annualized contract price
Significant cost savings with single upfront cost; lower TCO andprotection that begins from the date of purchase

Scaleable
Grows with your business, allowing you to easily include support for additional mobile devices

Access to software releases
The most cost effective means to keep your system updated

The flexible support plan that grows with your business

When you need to implement additional mobile computers or expand your wireless infrastructure, Motorola's MSP solution can easily grow to accommodate your changing business needs. And with MSP3 Software Support, your support plan can scale right along with your business, giving you the ability to seamlessly add coverage for additional MSP3 client software. The result is the highest level of service at a low total cost of ownership — a true business value.

For more information about MSP3 Software Support and the complete range of Motorola Enterprise Mobility Services, 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: MSP3 Software Support

DELIVERABLE	SERVICE LEVEL
Covered products	Full MSP application support: Server software; MSP software running on mobile clients
Service window	24 hours, 7 days (Monday–Sunday)[1]
Immediate routing of your initial telephone technical support call to an MSP system specialist	Included
Telephone technical support response time for escalated issues	Within 2 hours[2]
Access and right to use MSP 3.x releases	Available via Motorola online support Web portal[3]
Number of cases permitted per month	Unlimited
Contract term	12 months or 36 months

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 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.
2 - Motorola will provide callback response during standard business hours for escalated issues within one (1) business hour in APAC, two (2) business hours in NALA and four (4) business hours in EMEA.
3 - Portal registration is required to access MSP software releases through Motorola's online Web portal.

Please see the Motorola Mobility Services Platform 3 Software Support Service Description Document for complete program details.

Motorola MSP3 Software Support is applicable to MSP 3.x products. Motorola MSP3 Software Support programs are available in the U.S., Canada, Mexico, Argentina, Brazil, Australia, and all EU countries. For complete program details and information about availability in a specific country, please contact your local Motorola representative.

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National Retail Federation®

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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