



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 day¹
- 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.

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:

On-site Coverage
<ul style="list-style-type: none">• Monday–Friday Coverage• 8 a.m. - 5 p.m., Local Time• Next Business Day (NBD) on-site response¹
Telephone Support
<ul style="list-style-type: none">• Monday–Friday Coverage• Telephone support with defined response time and escalation path – 1-hour response to escalated issues• Access to Motorola’s Web-based portal for your support needs
Available as a Service from the Start program

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.²
- 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.³
- 24-Hour Coverage: Get around-the-clock coverage.¹

For additional information about our service programs visit www.symbol.com/services

For online support visit 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.



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