



# ADDRESSING THE COMPLEXITIES OF MANAGING TWO-WAY RADIOS



Your teams rely on their two-way radios to address emergencies, coordinate events and keep communities safe. The radio on the belt of a police officer, and the radio in the hands of a responder must be ready at all times. These radios have evolved into sophisticated, feature-rich communication devices with both hardware and software components—no different than computers and IT systems. The care and management of these complex radios goes beyond a simple break-fix program. Proactive maintenance and management are required to ensure your team’s radios are ready at any time, for any mission.

## RADIO MANAGEMENT CHALLENGES IMPACT PERFORMANCE

If your radios are not updated and maintained properly, your users are at risk. Today’s radios require ongoing firmware, programming and provisioning updates to ensure they are performing properly. Efficiently executing these tasks is challenging when you have a large inventory of radios or insufficient and unskilled resources.

If radio maintenance and performance is not tracked and constantly monitored, you cannot successfully manage your fleet. Consider these impacts:

- If your staff is not adequately trained to program your radios, errors will occur; or worse case, you will experience downtime.
- When radio users do not have the right configurations or are not using the features available to them, productivity is negatively affected.
- If you do not have secure storage of radio data that is easily accessible, you can risk loss of information.
- If you still manually track radio configurations via multiple spreadsheets, errors may occur and radio managers will not have a comprehensive view of their inventory.
- You may have difficulty identifying aging radios and managing a consistent end-of-life process for your radios.

## 7 COMMON RADIO MANAGEMENT CHALLENGES

Every agency has their own set of challenges associated with the complexities of managing a radio fleet. Have you experienced any of these?

1. Labor intensive updates that require a technician to physically touch every radio to program codeplugs and update firmware.
2. Radio data information housed on multiple spreadsheets.
3. Technical resources spending hours trying to fix a radio problem, but not identifying the root cause to prevent the recurrence.
4. Training and retaining staff with both IT and radio knowledge required to service and maintain radio fleets.
5. Limited productivity from users who do not leverage all of their radio features.
6. Insufficient resources for routine radio cleaning and maintenance.
7. Expensive and unpredictable costs of managing radios.



## DEVELOP AN ACTION PLAN

Implementing a radio management action plan can help proactively eliminate service disruptions, maximize interoperability and protect the radio from security threats. Your strategy needs to be specific to your organization's needs.

Your action plan should contain procedures that are repeatable to produce consistent expectations and optimize radio performance. Developing a repeatable course of action for managing your radio fleet can accelerate radio deployment, increase radio uptime, meet performance targets and control costs. A well developed plan provides:

**Access to skilled technologists** who will work with your team to help quickly resolve technical issues.

**Efficient radio programming** to accurately configure radios and accelerate full deployment.

**Optimized radio performance** with a regular cadence of software updates and firmware programming so the radios function at peak performance.

**Secure database hosting** to securely store radio configurations.

**Planned preventative maintenance** to improve the operation of the radios with routine, scheduled maintenance; like cleaning dust and grime from the buttons, knobs and keyboards, or optimizing frequencies and channels.

**Effective radio training** to ensure your technical staff has the right skills to properly program your radios.

**Consistent lifecycle management** to ensure all mission critical radios operate at optimal performance levels.



## OBTAIN THE RIGHT LEVEL OF SUPPORT

We understand your radio fleet is critical to your operations. Downtime can be detrimental. Eliminating service disruptions, maximizing interoperability and preparing for what's next is critical. We offer convenient and flexible levels of service to help support and manage your radios.

### TRUSTED PARTNER ADVANCED SERVICES

If you have staff dedicated to managing radios, but need additional technical expertise to help with radio management complexities, Advanced Services is the right choice for you. We act as your collaborative partner to help manage and maintain your fleet, so the radios are always available to your work teams.

With Advanced Services, we provide Radio Management software to manage programming changes online, eliminating the need to use spreadsheets. When you are ready to implement the changes, you can program multiple radios—up to 16 per batch—at once, to save you time and money. We will train your staff, and be there for you, to ensure your team can configure radio channels, set up talkgroups, provide site access and establish user IDs. You will also have database hosting to provide you with ample space to securely store radio data. In addition to helping you with Radio Management software needs, our experienced technicians will help analyze, test and repair your radios.

### EXPERT FLEET MANAGEMENT PREMIER SERVICES

If your organization has limited resources to manage your large radio fleet, Premier Services will take care of all your radio management needs. Our managed services professionals will provide onsite support, comprehensive hardware repair, preventive maintenance, initial programming and provisioning, and 24x7 technical support to ensure your radios are ready and working properly when you need them.

With our Premier Services, we assume day-to-day management and accountability of your radio fleet. You have access to skilled experts equipped with specific knowledge about your network and radio use. We are committed to delivering a consistent quality of service to maximize your radio performance and reduce risk.

Both Advanced and Premier Services provide you with MyView Portal for online visibility into your radio and service information, notifications to keep you up-to-date on issues and repairs, and reports on performance.

## ACCESS THE EXPERTS

Making sure your fleet of radios is ready to meet the needs of your business can be a challenge for any organization. We know the complex requirements and skills needed to successfully provision, program, update and manage your two-way radios. With our services, you always have access to our team of expert professionals. We support you with decades of experience and extensive knowledge of the complex technical and functional requirements to maximize efficiency and improve the performance of your radio fleet.

## MANAGE RISKS AND RESPONSIBILITIES

### ENSURE CONTINUITY. ENHANCE PRODUCTIVITY. REDUCE RISK.

Rely on our experienced professionals to provide you with the right level of service to enhance functionality, manage growing complexities and ensure peak performance of your radio fleet.

For more information on our service offerings visit [www.motorolasolutions.com/services](http://www.motorolasolutions.com/services).



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