



WAVE AS A SERVICE

FOR WAVE™ 5000 PUSH-TO-TALK APPLICATION



MAXIMIZE PERFORMANCE AND REDUCE RISK

Broadband push-to-talk (PTT) is becoming more popular because of its effectiveness in connecting land mobile radio (LMR) users to those with IP-enabled devices. With broadband PTT, organizations, agencies and personnel can seamlessly work together regardless of where they are located or which device they are using. However, it requires skills and tools that are not always readily available in-house.

With an annual WAVE as a service (WAVEaaS) subscription, you gain all of the benefits of PTT without the upkeep or resources required to support your own application. Our experienced managed services professionals will become fully accountable for managing your WAVE™ 5000 PTT application, addressing its evolving technological requirements and ensuring availability. As the owner of the PTT system installed on your premises, Motorola Solutions guarantees performance and assured outcomes 24x7x365—enabling your staff to focus on their core tasks and objectives.



SHIFT PUSH-TO-TALK RESPONSIBILITIES TO EXPERIENCED TECHNOLOGISTS

WAVEaaS gives you a comprehensive suite of services that minimize system interruptions and outages. These services address the support, maintenance, monitoring, software updates and hardware repairs required to keep your WAVE 5000 PTT application operating at peak performance. The application and its system are managed around the clock by our technologists, who have decades of mission-critical experience and extensive knowledge about PTT connectivity. We work with you to define measurable service-level agreements (SLAs) using key performance indicators (KPIs) so you can rest assured that your performance expectations are being achieved.

WAVEaaS includes the following:

End-to-end management of PTT-related application events and system issues is undertaken by a single point of contact who takes full ownership from the moment an incident is detected or an issue arises to its resolution.

End user tech support is available 8x5x5 to help troubleshoot and resolve WAVE mobile- and web-client application-related problems. This includes application issues, software updates, configuration, and login or password reset needs. Our team is also available 24x7x365 to address all WAVE 5000 system infrastructure issues.

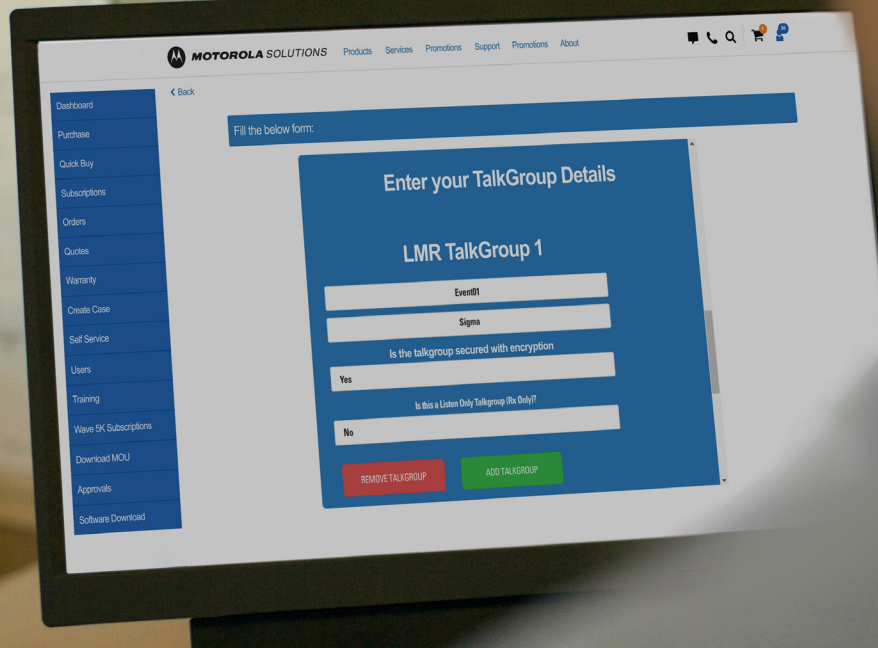
Talkgroup management ensures that end users are associated with the appropriate talkgroup on your WAVE system. At the start of your service, we work with you to ensure that we understand your needs and to set up your talkgroups. Changes made to talkgroups are tracked, and our user-friendly online interface helps you easily request access for new users and agencies.

Access management allows you to assign authorized end users' rights to application features and functionalities by identified roles.

Software updates to protect your WAVE 5000 system from known security vulnerabilities, improve overall PTT communication performance and provide your end users with improved capabilities and the latest features. These updates are pre-tested and certified to ensure full functionality and compatibility with your WAVE 5000 system before being applied.

Dedicated technologists proactively monitoring for WAVE 5000-related application events and system issues. When actionable events are identified, remote diagnosis is conducted and measures are taken to resolve them remotely. If necessary, a local field technician is dispatched to the affected site. Our technologists maintain oversight until the issue is resolved and the case is closed.

Hardware repair for all WAVE 5000 system components is performed by factory-trained and certified technicians. Affected equipment is analyzed, tested and repaired to factory specifications and then updated with the latest firmware.



EASILY ADD NEW USERS

Onboarding and provisioning new users is a challenge for any critical communications operation. Our user-friendly online portal allows you to easily add users and agencies to your WAVE PTT application. Most requests are activated 48 hours after host-agency approval.

KEY FEATURES INCLUDE

- Secure portal access
- Guided talkgroup data collection wizard
- Integrated workflow for approval of talkgroup access
- History of approval records

UNMATCHED BENEFITS

FOCUS ON YOUR MISSION

Relying on our dedicated managed services team of experts to support and maintain your PTT application and system allows you to focus on running your organization as you gain the flexibility to deploy key resources in more productive and cost-effective ways.

REDUCE RISK

To ensure you receive the service you expect, we work with you to understand your goals and priorities and create SLAs based on your relevant KPIs. Relying on us as your primary PTT services and technology partner reduces your risk and gives you peace of mind.

USER-FRIENDLY INTERFACE

Our online portal simplifies your onboarding and access management experience. With our user-friendly interface, you can easily add new users and agencies to the WAVE application. All requests are processed and activated 48 hours after the host agency's approval.

SECURED COMMUNICATIONS

We assign an experienced certified security expert to you to ensure that the PTT communication between your radio system and broadband network is always secured and safeguarded against cyber-intrusions. The WAVE 5000 software is AES-256 encrypted and certified by the Department of Defense, and we use regular security patches to address system vulnerabilities.

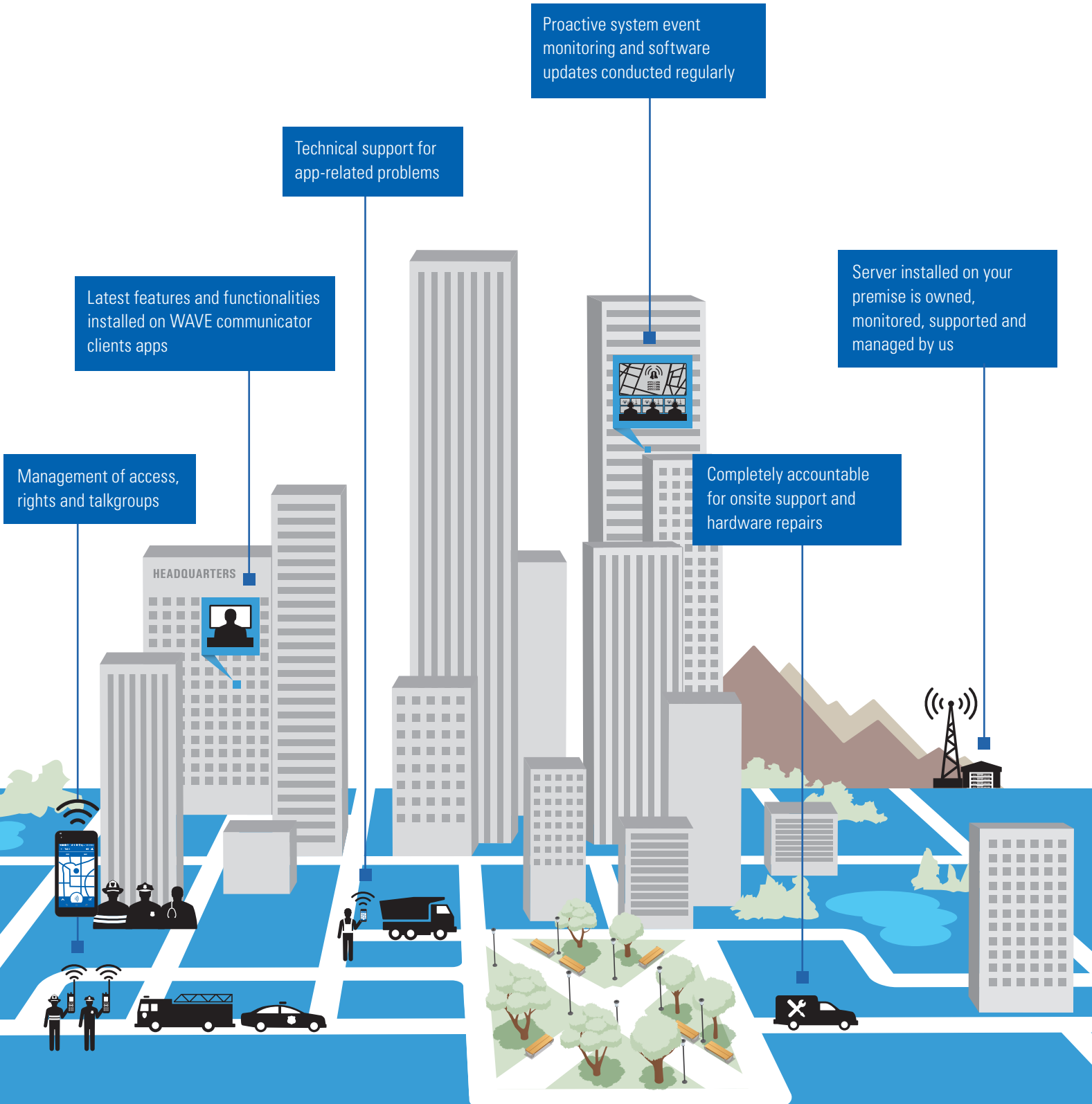
SCALABLE AND FLEXIBLE MODEL

WAVE 5000 grows to meet your needs, allowing you to add users without worrying about system scalability and server capacity. With a simple call to our support team, you can add or remove users at any time without any penalties to your per-user subscription cost.

LOWER TOTAL COST OF OWNERSHIP

Because we own and manage the WAVE 5000 PTT application and system, you forgo the upfront capital expense for software, server hardware and system-related features. Continued savings and lower technology investments will be achieved over time because we are accountable for technology refreshes, software updates, repairs and other ongoing operational costs and management.

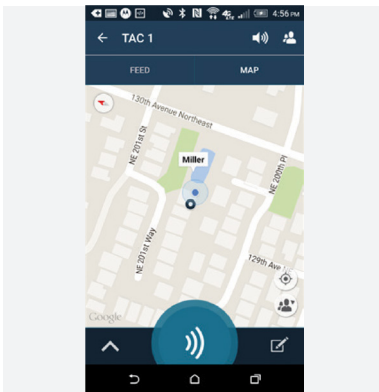
BRIDGING LMR AND BROADBAND WITH END-TO-END MANAGED SERVICES





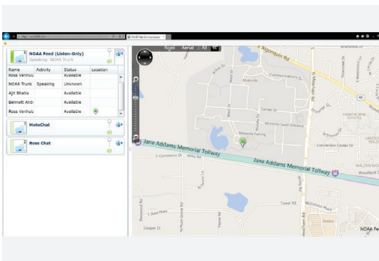
COMMUNICATE SEAMLESSLY

As a WAVEaaS customer, your team will be able to interoperate with others inside and outside of your LMR communication environment using the fully encrypted WAVE client applications. We ensure that these applications are current and up to date with the latest features and functionality.



MOBILE COMMUNICATOR TURN YOUR APPLE OR ANDROID DEVICE INTO A MULTI-CHANNEL PTT HANDSET

There may be situations when your users do not have access to a radio but require instant secure access to important communications. With WAVE™ Mobile Communicator installed on an Apple or Android smartphone or a ruggedized handheld device such as the LEX L10, users can PTT from any location, talking with groups or individuals as required.



WEB COMMUNICATOR SECURE WEB ACCESS TO YOUR WAVE COMMUNICATIONS CHANNELS

Your users can PTT from Chrome and Firefox with our WAVE™ Web Communicator, which turns your IP-connected computer into a secure, multichannel workstation via secured access to WAVE processing and management functionality on your WAVE 5000 system's server.

WAVE IN ACTION

Our customers are using WAVEaaS to ensure seamless interoperability between all team members in an array of in critical communication situations. Below are two use cases of how WAVEaaS was to improve operational efficiencies and maximize performance:

ENSURING UPTIME DURING A HURRICANE

CHALLENGE

A large US commercial airline needed reliable communication among its entire staff during a four-day storm near the airline's major hub. At the time, the company was conducting a PTT proof of concept with Motorola Solutions and a competitor. During the hurricane, the airline had an opportunity to test both PTT vendors in high-stress, full-capacity conditions.

SOLUTION

The customer chose WAVEaaS to ensure communication among team members regards of devices used. We were able to connect third-party LMR and LTE networks to create seamless communication for operations and relief efforts during the storm. Talkgroups were established for users across devices. Communication between smartphones, radios, computers and landlines functioned effortlessly with established talkgroups and proved highly beneficial during the emergency response period.

RESULTS

- No downtime occurred during the hurricane.
- Two LMR and four broadband talkgroups and 117 users communicated seamlessly over the four-day storm period.
- New-user provisioning requests were managed remotely. Our team added most users within minutes.
- The end-user and customers' experience with our PTT solution surpassed the competition. The customer preferred the WAVEaaS interface while operating in emergency mode. Users had superior audio quality and minimal "digital delay" when transmitting and found the WAVE applications to be user friendly and intuitive.

SEAMLESS STATEWIDE COMMUNICATION FOR 70,000+ USERS

CHALLENGE

A statewide LMR system that supports 70,000 users and 1,500 agencies needed a solution that could extend communication between those on their LMR networks and employees with LTE-enabled devices. This was essential to ensure that all those involved in critical situations and large-scale events such as festivals and marathons could communicate regardless of whether they were using a radio or a cellphone.

SOLUTION

The state agency chose our WAVEaaS solution. Users that did not have a radio were able to communicate with their counterparts on the LMR system seamlessly.

RESULTS

- Interoperability was established between LMR and LTE devices. The 70,000 users of the statewide LMR network now have the ability to communicate with WAVE users via carrier LTE networks.
- We helped the customer understand and meet its PTT operational needs, including identifying rogue users, creating security best practices for LTE devices (for example, for lost or stolen cellphones).
- We drafted on-demand user audit reports.
- The state agency used our online portal for provisioning new users and onboarding new agencies.
- New users were added within 48 hours after formal approval by the state agency.





ACHIEVE SEAMLESS PUSH-TO-TALK PERFORMANCE

WAVEaaS is a managed PTT service that enables users to connect and collaborate on their devices. It gives you the flexibility to scale, deploy and support your organization's PTT needs efficiently and effectively as they evolve, with access to the latest security updates, software releases and capabilities through a predictable OPEX IT cost structure. We take ownership of the system components and are fully accountable for the day-to-day management of your application.

With experts focused on guaranteeing system reliability and performance designed to meet your system operations objectives, you can rely on Motorola Solutions in the moments that matter. We have a proven track record in managing and operating some of the largest and most complex government and private, mission-critical communications systems around the world and are prepared to ensure that your WAVE 5000 application operates at peak performance.

For more information on WAVE as a service,
contact your local representative or visit motorolasolutions.com/services.

DISCLAIMER:

WAVE 5000 (WAVE) is not intended for emergency communications due to its dependency on commercial cellular and third-party broadband networks. Motorola Solutions cannot guarantee WAVE's coverage and availability 24x7x365 or in emergency or other mission-critical communication settings.



Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. motorolasolutions.com

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