



PREPARE FOR THE WORST, PLAN YOUR RESPONSE

EMERGENCY AND DISASTER RESPONSE CAPABILITIES

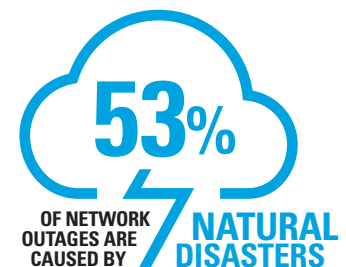
Over the past decade, there was an average of 630 major natural disasters occurring yearly around the globe, causing 60,000 fatalities and costing \$190 billion¹. In 2018, ninety four percent of all disasters were weather-related¹. Terror attacks are also increasing, with the United States experiencing 340 mass shootings in 2018². And as we all know, weather-related disasters like hurricanes, typhoons, tsunamis, floods and unplanned events such as mass shootings and terror attacks are unpredictable and can cause havoc to network performance.

NETWORK OUTAGES ARE INESCAPABLE

You never know what threats or disasters might disrupt your operations. IT respondents surveyed said in the past 12 months 70% had at least one unplanned network outage². Mission-critical systems are built to be resilient, but a natural disaster or even a planned major event can cause a part or all of your network to be stressed, impacting your mission-critical operations.

WHAT'S YOUR PLAN?

Since fifty-three percent of network outages are caused by natural disasters³, it is critical when an incident or disaster occurs that you have a plan in place to manage the complexity across your entire ecosystem to ensure business continuity. This means in addition to a mission-critical designed network you have an emergency disaster plan in place with the appropriate set of services to maximize performance and response. If a disaster or an unplanned event occurs in your jurisdiction are you prepared?



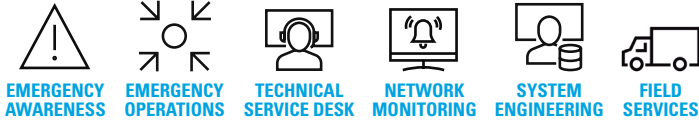
PREPARE YOUR RESPONSE

Motorola Solutions has developed a complete set of capabilities for emergency and disaster management. We can work with your teams to execute on an effective emergency and disaster management plan so you are adequately prepared for the worst that might happen. We not only help you prepare for natural disasters but also other events such as political, social and sporting events which can stress a network in different ways than a weather-related disaster.

The time is now to build a robust response plan, not after an incident has occurred or during an active incident. Having the right people, processes and tools in place to help support your response plan on a moment's notice to unpredictable situations is critical. Let us help you build an emergency management program that can help you monitor and resolve threats to system performance so your teams can do their job effectively and you can have peace of mind.



ACTIVATE YOUR EMERGENCY OR DISASTER RESPONSE PLAN



CENTRALIZED OPERATIONS

Our Centralized Operations Organization plays a critical role during any emergency or disaster-related event. Whether a major incident occurs during normal business hours, after-hours or holidays our teams can jump into action to support your organization. Together we work to keep your operations running smoothly and minimize downtime. With regular communication and daily event status updates you will be kept in the loop the entire time as our teams work seamlessly to ensure system availability and stability.

- **Emergency Awareness** – In our Network Operations Center (NOC) we proactively monitor your network and any external incidents that might affect operations, such as weather or news pertaining to local events in your region. If we see a potential threat we not only notify you but we activate our emergency response team to bring resources that focus on sites that either are or are most likely to get impacted.
- **Emergency Operations** – Immediate notifications are sent to various Motorola Solutions' teams to make them aware of the current or upcoming event; enabling them to begin communications with the affected customers. In case of an identified natural disaster like a hurricane, internal support teams come together to proactively identify potential customer risks. A pre event checklist is created which includes things like ensuring generators are fueled and tested, taking stock of any spare equipment, locating a site on wheels, checking technician availability to help with restoration and more.
- **Technical Service Desk** – As system issues arise our technical support desk team leverages their knowledge base to resolve issues quickly.
- **Network Monitoring** – Our experts at the Network Operations Center are aligned to continually monitor RF infrastructure and backhaul sites that are most at risk during an emergency or natural disaster. We leverage automation that enables faster network incident identification by filtering out events that are not actual network issues. Our system experts then resolve the network problem remotely or on-site.
- **System Engineering** – Our system engineering team brings expertise around complex incident resolution. Using best-in-class tools, fault diagnostics and rapid escalation protocols, we ensure that your system is up and running during a disaster or an emergency.
- **Field Services** – Our field teams are ready to resolve issues on-site, whether it is provisioning thousands of devices in a matter of hours or constructing a backup site, they bring the mission-critical expertise needed to help you in the moments that matter. They are armed with mobile applications that enable them to manage network incidents in the field.



MOTOROLA SOLUTIONS - YOUR TRUSTED PARTNER

We believe that our set of highly knowledgeable people with industry certifications and mission-critical expertise, industry leading ITIL process for centralized service delivery and governance and state-of-the-art automation and analytics tools enables us to uniquely deliver enhanced emergency and disaster response services that address your needs today and in the future.

GLOBAL EXPERIENCE

4M
USERS UNDER OUR
MANAGED SERVICE

20M
EVENTS PROACTIVELY
MONITORED EACH DAY

13K
SYSTEMS
INSTALLED

100K
CUSTOMERS ACROSS
100 COUNTRIES

90+
YEARS OF
EXPERIENCE



HURRICANE IRMA

"In that time, there were no sites down, no outages and all LMR communications worked flawlessly... LMR was the only communication working."

Greg H.,
Director of Public Safety
Communications,
Lake County, FL

For more information on our Emergency and Disaster Response Services, contact your Motorola Solutions representative or visit us at www.motorolasolutions.com/services

Resources

- 1 <https://www.iii.org/fact-statistic/facts-statistics-global-catastrophes>
- 2 <https://www.businessinsider.com/how-many-mass-shootings-in-america-this-year-2018-2>
- 3 <https://ussignal.com/uploads/general/Documents/General/misc/IT-Resiliency-Infographic.pdf>