ACCELERATING CHANGE

MINIMIZING THE COMPLEXITY

EMPOWERING IT

DRIVING OUTCOME BASED RESULTS

HELPING CUSTOMERS FOCUS ON THEIR CORE OBJECTIVES

HELPING PEOPLE BE THEIR BEST IN THE MOMENTS THAT MATTER
2012 SERVICES REVENUE: $2.3B

REGION
- NORTH AMERICA 61%
- EUROPE AND AFRICA 19%
- APME 14%
- LATIN AMERICA 6%

SEGMENT
- GOVERNMENT 78%
- ENTERPRISE 22%

LINE OF BUSINESS
- SUPPORT SERVICES 52%
- INTEGRATION SERVICES 40%
- MANAGED SERVICES 8%
INTEGRATION SERVICES

$900M
2012 REVENUE

1,500
MOTOROLA INTEGRATION ENGINEERS

1,200
ACTIVE MAJOR PROJECTS PER YEAR

2,500
INTEGRATION PARTNER RESOURCES

RADIO SYSTEMS
DATA SYSTEMS
COMMAND CENTERS
INTEGRATION SERVICES OPPORTUNITY

VIDEO INTEGRATION
SMART POLICING AND SAFE CITIES
BEYOND MSI PORTFOLIO…

GOVERNMENT

ADUPTION OF MOBILITY AND CONVERGED TECHNOLOGIES
INTEGRATION AND OPTIMIZATION OF VOICE WITH LEGACY ENTERPRISE APPLICATIONS

ENTERPRISE
SUPPORT SERVICES

$1.2B
2012 REVENUE

3,200
MOTOROLA AND PARTNER FIELD SUPPORT REPS

800
SUPPORT CENTER PROFESSIONALS

16
LANGUAGES SUPPORTED

TECHNICAL SUPPORT
REPAIR SERVICES
SERVICE FROM THE START
NETWORK OPTIMIZATION
SECURITY SERVICES
SUPPORT SERVICES OPPORTUNITY

**REVENUE GROWTH**
- Increase Attach Rates
- Migrate Customers to Higher-Tiered Service Plans

**MARGIN IMPROVEMENT**
- Optimize Pricing
- Increase Service Delivery Efficiencies
MANAGED SERVICES

- 26 SYSTEMS UNDER CONTRACT
- $1.4B MANAGED SERVICES BACKLOG
- 740,000 DEVICES UNDER MANAGEMENT
- 5 – 25 YEAR AGREEMENTS

NETWORK INFRASTRUCTURE MANAGEMENT
DEVICE AND ASSET MANAGEMENT
NETWORK AND APPLICATION HOSTING
MANAGED SERVICES OPPORTUNITY

GOVERNMENT

INCLUDE MANAGED SERVICES WITH SYSTEM UPGRADES

CONVERT CURRENT PLATFORM CUSTOMERS TO LIFECYCLE MANAGEMENT

ENTERPRISE

INCLUDE MANAGEMENT SERVICES WITH DEVICE SALES AND UPGRADES

INTRODUCE DEVICE LIFECYCLE MANAGEMENT SERVICES
LIFECYCLE SERVICES CONTINUUM

UPFRONT CAPITAL INVESTMENT, CUSTOMER-OWNED MODEL

OPERATING EXPENSE FOCUSED, MANAGED SERVICE MODEL

CUSTOMER OWNED AND MANAGED

CONTRACTED SERVICES

HOSTED SERVICES

MANAGED SERVICES

BUILD, OWN, OPERATE

COMMS AS A SERVICE

CUSTOMER “STICKINESS” & ANNUITY REVENUES
DEFINING WHAT’S NEXT…

SERVICES

NEWLY-ADDED CAPABILITIES

• SOLUTION SALES
• PROFESSIONAL SERVICES
• SOLUTION DEVELOPMENT PROCESS

DOMAIN KNOWLEDGE

CUSTOMER-CENTRIC SOLUTIONS LEADERSHIP

TRENDS

TECHNOLOGY

INNOVATION & DESIGN
WITHIN THE INFORMATION FLOWING BETWEEN CITIZENS, RESPONDERS, AND AGENCIES IS THE INTELLIGENCE THAT BUILDS A SAFER CITY.

NEXT GENERATION PUBLIC SAFETY SOLUTIONS
SAFER CITIES. THRIVING COMMUNITIES.

PROCEED WITH INTELLIGENCE
STAY AHEAD OF WHAT’S NEXT WITH MISSION-CRITICAL INTELLIGENCE.

CONNECT WITH THE CITY
TAP YOUR BEST SOURCE OF INTELLIGENCE: THE CITY ITSELF.

MANAGE THE COMPLEXITY
I.T. IS THE ONE LINK THAT STRENGTHENS ALL OTHERS.
THE EXPERIENCE IS EVERYTHING

IN THE BATTLE FOR SHOPPER’S HEARTS – AND WALLETS – THERE’S ONE THING THAT KEEPS THEM COMING BACK: THE EXPERIENCE.

CONNECTING WITH SHOPPERS
KNOW WHAT YOUR SHOPPERS WANT, BEFORE THEY DO.

ENABLING ASSOCIATES
YOU ASK ASSOCIATES TO DO MORE THAN EVER. WITH THE RIGHT TOOLS, THEY CAN.

EMPOWERING I.T.
WHEN I.T. DOESN’T HAVE TO DO EVERYTHING, THEY CAN DO ANYTHING.
SUMMARY

GROW ANNUITY REVENUE STREAMS THROUGH SUPPORT AND MANAGED SERVICES

GROW SHARE OF WALLET WITH EXISTING CUSTOMERS THROUGH SOLUTIONS

INCREASE PRODUCT PULL-THROUGH AND CUSTOMER LOYALTY