PERFORMANCE MANAGEMENT REPORTS SERVICE

MOTOROLA SOLUTIONS

ENHANCING MISSION CRITICAL NETWORK OPERATIONS

As a TETRA network operator serving mission-critical customers, ensuring a high level of network performance and adhering to customer SLAs and KPIs is imperative. Your service ensures users in the field receive the level of service required to enable them to go about their daily duties. We recognise that tracking against SLAs – such as the percentage of successful calls, grade of service or total number of rejects – is challenging and time consuming, particularly when you're doing so for multiple customers.

The Performance Management Reports Service transforms raw network performance data on Motorola Solutions DIMETRA TETRA systems into actionable information in the form of easy-to-read reports.

The vital data in these reports helps guide informed decision making and network activities for effective capacity planning, trend analysis and network performance optimisation.

Performance Management Reports enable you to evaluate the critical system load parameters on your network to show where and when system bottlenecks occur and to ensure accurate future system growth planning.

HOW DOES IT WORK?

Data is automatically collected from the network by a number of statistical servers connected to a specialised Motorola Solutions application which is installed on the system. The application seamlessly communicates with the TETRA network to extract the required data and zips up the files so that they can be easily collected and sent back to Motorola Solutions for analysis every month.

The data is automatically processed and analysed using pre-defined parameters and a report is generated by systems specialists within the Motorola Solutions Services team.

The reports provide an easy to read summary of network performance – with all data presented centrally, avoiding the complexity of viewing it across multiple reports. Using our deep system knowledge and experience, we are able to report on parameters and statistics that are not readily available to network operators from standard historical reporting tools or interfaces.

WE OFFER A RANGE OF REPORTS FOR THE FOLLOWING KEY AREAS:

Voice Utilisation and Downtime Reporting

These reports enable you to understand the type of calls being generated on the system and where congestion or capacity issues are being experienced.

Data Utilisation Reporting

These reports determine the true level of packet and short data utilisation occurring across your system, from zone, site and even terminal-level granularity.

BENEFITS FOR CUSTOMERS:

- Enhance system performance reporting
- Understand performance of complex networks
- Improve network capacity planning
- Maximise network return on investment
- Reduce total cost of ownership
- Assess network growth capabilities and issues
- Benchmark system performance
- Assist with planned and unplanned event preparation
- Ability to report on key contractual SLAs and KPIs

For more information on Motorola Solutions Performance Management Report Service, please contact your representative or visit www.motorolasolutions.com/services

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