



L3Harris Infrastructure Managed Services

If your agency is staffed to manage and maintain its own equipment, **ASSIST** gives you two key services, plus available options to reduce the burden on your team to “do it all” and maintain the performance of your equipment. Services and available options include:

PREMIUM TECHNICAL SUPPORT (PTS)

Your community relies on you 24/7/365. So you need critical communications support around the clock, throughout the year. We'll provide technical expertise to answer questions, resolve issues and get you up and running. As a PTS customer, your call becomes a high priority. That means:

- > Keeping you up to date with third party license and hardware support renewals to maintain critical security patches and vendor support
- > Guaranteed one-hour emergency and two-hour non-emergency response times, around the clock, throughout the year
- > Coordination with on-site technical resources
- > Total access to our Tech-Link Website filled with resources and product details for fast, easy answers and fixes
- > Priority access to Level 3 and 4 support for both L3Harris and third-party software support assets required to install SUMS+ and SMS updates and receive vendor L3/L4 technical support

SECURITY UPDATE MANAGEMENT SERVICES+ (SUMS+)

Software is a critical part of today's public safety communications infrastructure. It also presents tremendous vulnerability for your operation. As threats evolve, a constant flow of patches for diverse operating systems are required. Our SUMS+ program provides:

- > Management of third-party operating system patches for multiple platforms and applications including the capability to remotely install patches
- > Reduction of compliance risks and installation times

STANDARD REPAIR SERVICES (AVAILABLE OPTION)

With this cost-effective program, we'll help you budget for the unexpected and get fast, factory-authorized repairs on your L3Harris infrastructure equipment. With Standard Repair Services you can:

- > Budget for unexpected repairs
- > Get service from the experts at an affordable rate rather than paying for repairs on an as-needed basis
- > Receive coverage on components such as infrastructure, dispatch and site equipment

ON-DEMAND SERVICES (AVAILABLE OPTION)

There may be a situation when service is needed that goes beyond the level you've selected. You have equipment damaged by vandals, abuse or neglect. Your area gets hit with a weather-related event and there are damages beyond human control. In these hard-to-predict situations, On-Demand Services become important. Our experienced team:

- > Quickly assesses your needs
- > Provides a fast-track quote for time and materials
- > Resolves your situation as soon as possible

TO DISCUSS HOW THE ASSIST LIFECYCLE MAINTENANCE PLAN CAN HELP YOUR ORGANIZATION—AND ALL THE WAYS YOU CAN CUSTOMIZE IT TO YOUR NEEDS—CONTACT YOUR L3HARRIS REPRESENTATIVE TODAY.

Compare

Select the plan that works best for your organization, your budget and your resource strategy. We're here to fully discuss the options or create a custom plan that meets your needs.

	Service Assist	Service Partner	Service Managed
Premium Technical Support (PTS)	✓	✓	✓
Security Update Management Services+ (SUMS+)	✓	✓	✓
Software Managed Services (SMS)		✓	✓
SMS Installation		✓	✓
Standard Repair Services	Available option	Available option	✓
Annual Preventive Maintenance		Available option	✓
SUMS+ Installation		Available option	✓
Planned Network Upgrades		Available option	✓
On-Site Corrective Maintenance		Available option	✓
Obsolescence Protection			✓
Enhanced Annual Preventive Maintenance			✓
Network Operations Center (NOC) Monitoring*			✓
Rapid Response Service Level Agreement (SLA)			✓
Cybersecurity Assessments			✓
System Administration			✓
VIDA® Secure Sentry		Available option	✓
VIDA® Secure Sentry Installation		Available option	✓
On Demand Services	Available option	Available option	Available option

*Enhanced and custom services available

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L3Harris Technologies is an agile global aerospace and defense technology innovator, delivering end-to-end solutions that meet customers' mission-critical needs. The company provides advanced defense and commercial technologies across air, land, sea, space and cyber domains.

