L3HARRIS™
FAST. FORWARD.

TERMINAL
MANAGED SERVICES

Keep Your Radios Operating
at Peak Performance

MAXIMUM RELIABILITY, LONGER LIFESPANS

Choose from three tiers of support for your critical terminal devices

Handheld and mobile radio devices are the critical link at the edge of your network, helping team members stay connected, productive and safe.

To maximize the reliability and lifespan of your XL portable and mobile devices, L3Harris offers services such as comprehensive maintenance, software refreshes and repair services in three cost-effective tiers.

ASSIST ›››

If your team is staffed to maintain terminal devices, your organization may only need a few key services. The L3Harris Terminal Service Assist tier includes the following capabilities to keep end-user devices operating at peak performance.

Preferred Technical Support

Knowledgeable, experienced Product Specialists and System Engineers provide tech support for product operations, programming, maintenance and troubleshoot/repair processes. Phone and online support resources are available during work hours—8:00 AM-5:00 PM EST. Calls are logged in our state-of-the-art call tracking system and resolutions are categorized in an evergreen knowledge base.

Standard Repair Services

We support all L3Harris portable and mobile radios performing operational checks to identify any problems and the necessary repairs. This cost-effective, flat-rate program[1] completes repairs in approximately ten business days.

Software Managed Services (SMS)

Keeping terminal and system infrastructure software up-to-date is vital to maintaining the value of your investments. The Assist SMS for terminals provides issue resolution releases of XL radio software. Releases may also contain improvements and enhancements for current generation radio software. They also unlock new product capabilities and licensed features as they become available.[2]

PARTNER ›››

The L3Harris Terminal Service Partner tier gives you training, online access to technical knowledge and on-call technicians. We provide proactive maintenance and repairs, so you can confidently focus on other aspects of your operation. **The Terminal Service Partner Tier enhances the Assist Tier Technical Support to the Premium (24/7/365) level and provides licensed XL radio software SMS updates.**

Annual Preventive Maintenance and Tune Up

L3Harris technicians perform annual maintenance, including scheduled tests, inspections and alignment on a customers' terminals to optimize performance and recommend repairs or replacements as needed. This service also ensures that terminals meet L3Harris specifications and FCC regulations.

L3Harris Training University (HTU), Virtual and Classroom Training

Training is important to maintain and enhance the skills of personnel who have the responsibility to operate, program and/or maintain terminals. HTU and virtual training, optionally available in the Partner tier, give your team knowledge and confidence. Traditional classroom training is available at our L3Harris Technical Training Center in Lynchburg, Virginia or at your facility.

MANAGED »»

Because terminal device reliability is key to effective field communications, the L3Harris Terminal Service Managed tier helps keep your team's equipment ready...and gives you maximum peace of mind. **The Terminal Service Managed Tier includes services from the other two tiers with the following changes or additions:**

Expedited Repair Services

We support all L3Harris portable and mobile radios and perform operational checks to identify any problems and the repairs required. As part of the Managed tier, our standard process is expedited so your equipment can be back in the field fast. This cost-effective, flat-rate repair service[1] completes repairs in approximately five business days.

Software Managed Service (SMS) Installation

L3Harris technicians will manage the installation of new terminal software. As part of this service, we:

1. Provide an installation schedule and approximate completion time

2. Install the software needed for your radios to continue functioning at peak performance

3. Provide a Summary Report of actions

On-Site Training

L3Harris provides three days of customized on-site training for up to ten people at your facility on your schedule. The scope of training is determined by you and your L3Harris Training Manager and focuses on terminal product operation, programming and/or maintenance topics.

Fleet Database Updates for New Terminals (UAS)

When a new agency joins a system with a large number of radios and talkgroups, L3Harris engineers can bring users online quickly. Once you define the fleet structure and Unit IDs, we access the administration application to complete the addition of the records.

On-Site Radio Programming (RPM2)

When a new system is deployed or a large number of additional radios must be activated on an existing system, L3Harris technicians program your radios on-site to bring the users online rapidly. For customers with smaller quantities of radios to be programmed, we work with you to define the most efficient process, which may include bringing or shipping radios to a service location.

Device Management

Device Management is an available option in the Assist and Partner tiers of the Terminal Managed Services and included in the Managed tier of the Terminals Managed Services.

Device Management allows users to remotely program XL Portables and Mobiles using the radio's Wi-Fi® or LTE broadband connection. This simple to use, cloud-based application significantly reduces programming and field technician time, resulting in a reduced Total Cost of Ownership (TCO) for your radio fleet.

ON-DEMAND SERVICES

Each tier of support provides the option to access On-Demand Services as needed. If a situation arises that's not part of the original scope of work, L3Harris will respond quickly and provide a quote for services. On-Demand Services may include:

• Installation or removal of mobile radio equipment after the initial installation

• Repair of radio equipment damaged by vandalism, abuse or physical neglect

• Rapid reprogramming or deployment of additional radios due to an unplanned event, such as a hurricane

COMPARE »»

Here's a look at the services included in each tier. Get the support and confidence you need by keeping your terminal devices at peak performance. Talk to us about Terminal Managed Services from L3Harris today.

	Assist	Partner	Managed
Preferred Technical Support PTS	✔		
Standard Repair Services	✔	✔	
Software Managed Services (SMS)	✔	✔	✔
Premium Technical Support PTS		✔	✔
Annual Preventive Maintenance and Tune Up		✔	✔
HTU, Virtual and Classroom Training		Available option	
Expedited Repair Services			✔
SMS Installation			✔
On-Site Training			✔
Fleet Database Updates for New terminals (UAS)			✔
On-site Radio Programming (RPM2)			✔
Device Management	Available option	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.

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