MANAGED ❯❯❯

L3Harris Infrastructure Managed Services

The **MANAGED** level is for customers and agencies that want to transfer the day-to-day operations and maintenance of their communications technology to our experienced team and optimize system performance. 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 Premium Technical Support (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

SOFTWARE MANAGED SERVICES (SMS)

Your software is the lifeblood of your communications and it's always evolving. Be sure you're getting the newest L3Harris Infrastructure releases for your system on a timely basis, plus functionality and efficiency improvements that enhance capabilities and the ability to add new licensed features. With Software Managed Services, you get:

> Periodic software releases specific to your system

> Replacement media if it becomes corrupt or damaged

> Comfort in knowing you have the latest and most versatile software available

SMS INSTALLATION

L3Harris manages the installation of your system's SMS software installation to keep your equipment running at peak performance. We'll agree on an installation schedule, identify anticipated equipment outage times and provide a summary report with each installation. Benefits include:

> Stay up to date on the latest software versions—no tracking or guesswork

> Maximize your system's efficiency as L3Harris double-checks compatibility with your hardware and other software programs

STANDARD REPAIR SERVICES

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

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ANNUAL PREVENTIVE MAINTENANCE

The best way to keep your equipment working at peak performance is through preventive maintenance. This service includes regularly scheduled tests, checks and routine alignment of your equipment to optimize your system's performance and meet factory and FCC specifications. With this service, L3Harris will:

> Tune and align system RF base stations to optimize performance

> Verify system core software revision levels are installed and operating properly

> Verify the system's anti-virus software is installed and operating properly

SUMS⁺ INSTALLATION

L3Harris manages the installation of your system's SUMS⁺ security updates to maintain your system's security posture. We'll agree on an installation schedule, identify anticipated equipment outage times and provide a summary report with each installation. Benefits include:

> Stay up to date on the latest operating system patches—no tracking or guesswork

> L3Harris installation of your system's SUMS⁺ security updates, reducing your system's risk from vulnerabilities

> Maximize your system's efficiency as L3Harris double-checks compatibility with your hardware and other software programs

PLANNED NETWORK UPGRADES

L3Harris will provide periodic infrastructure hardware upgrades to keep your network platform compatible with the latest system software release and maintain functionality of your initial system. This service:

> Replaces obsolete network products from your configuration

> Paves the way for additional new features and functionality

> Includes VIDA® Core servers and system-wide networking equipment, as purchased

ON-SITE CORRECTIVE MAINTENANCE

Provides labor to troubleshoot, repair and if necessary, remove and replace defective infrastructure equipment as agreed upon between the customer and L3Harris.

> Remote troubleshooting of reported issues and corrective maintenance at customer's location

> Replacement of defective equipment using customer-purchased spares and arranging for original item to be sent to certified L3Harris repair facility

> On-Site Corrective Maintenance is available 8:00 am - 5:00 pm EST, Monday through Friday, but can be extended to 24x7x365 with purchase of a Rapid Response Service Level Agreement

OBSOLESCENCE PROTECTION

In addition to the Core hardware covered by Planned Network Upgrades, the L3Harris Managed tier provides additional system hardware to keep your system operating on the latest technology available from commercial off-the-shelf providers and L3Harris. Additional hardware covered by the Obsolescence Protection package includes L3Harris Symphony™ and third-party console computers, Interoperability Gateway devices, EDACS Migration Gateway server and L3Harris supplied Storage Array Networks.

> Keep track of end-of-life announcements and identify product replacements for your hardware platform

> Plan and manage installation of those replacements as needed

> Make budget planning easier by providing long system life and predictable costs

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ENHANCED ANNUAL PREVENTIVE MAINTENANCE

In addition to the Annual Preventive Maintenance, the L3Harris Managed tier provides for additional maintenance tasks so your system operates to meet critical communications requirements.

> Validate system redundancy by switching cores while in operation

> Perform Simulcast Distributed Control Point failover testing

> Tune and align analog and paging system base stations

> Perform Symphony™ Dispatch Console hardware inspection, disk clean-up and much more

NETWORK OPERATIONS CENTER (NOC) MONITORING

NOC Monitoring provides real-time 24/7/365 observation of your radio systems. To reduce downtime, this service provides quick identification of issues and a plan to correct those matters. Services include:

> Around-the-clock monitoring throughout the year

> Documentation of alarm activity in real time via the web and as a monthly summary email report

CUSTOM NOC SERVICES

Includes Advanced Maintenance System incident logging for additional troubleshooting, remote support from L3Harris engineers, field techs, customer representatives and appropriate subcontractors/vendors, real-time notifications customized to specific equipment and web access to new work order status.

ENHANCED NOC SERVICES

Includes numerous digital and physical security features, such as facility and environmental alarms, monitoring of transport backbone alarms integrated in the L3Harris Regional Network Manager (RNM), security clearance verification, maintenance of a cleared vendor personnel list, door and gate alarms, motion detectors plus video cameras and card key access.

RAPID RESPONSE SERVICE LEVEL AGREEMENT (SLA)

L3Harris provides enhanced on site response 24/7/365 when system issues are detected. Specific terms can be customized to maximize your system's availability and maintain the level of communications your users demand. This 24/7/365 service will provide a response to severity priority Level 1 and 2 issues. This service includes:

> Notification that a problem resolution action has been initiated (telephone or remote diagnostics)

> Providing a 24/7/365 call number and timed escalation plan

> Coordinating and dispatching on-site technicians to meet your unique system requirements

> Equipping local technicians with all-weather vehicles, storm gear, storm training and calibrated test equipment

> Tracking incidents and updating customer of actions

CYBERSECURITY ASSESSMENTS

The L3Harris Information Assurance team focuses on the operational integrity of your network and seeks to minimize cybersecurity risks. We check your system configuration for vulnerabilities, and after your system check you receive an evaluation report that helps to:

> Update your configuration with current third-party security patches

> Guide system changes needed to close significant security gaps

> Give you clarity regarding the cybersecurity of your critical communications infrastructure

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SYSTEM ADMINISTRATION

L3Harris simplifies your VIDA deployment through configuration of the system database for RF sites, consoles and gateways. L3Harris will also administer talkgroup and unit IDs at the time of initial system deployment.

> Modification of database entries to meet your needs and add units or other resources as your system expands

> Perform statewide ID coordination with other P25 communications systems interoperable with yours and manage any required documentation of the ID plan

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VIDA® SECURE SENTRY

Policy and third-party vendor-supplied security patches to further protect your VIDA system security from viruses, malware, ransomware and Denial of Service attacks.

> Quarterly VIDA® Secure Sentry releases based on the applicable and publicly available U.S. Government's National Institute of Standards and Technology's (NIST) guidelines for Assessments, Framework, Controls, Policy and Procedures

> L3Harris applies Security Technical Implementation Guide's recommended settings and controls, and tests updates on the VIDA system to ensure application compatibility prior to making the release

> Scheduled installations of VIDA® Secure Sentry updates are included

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

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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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