PARTNER ❯❯❯

L3Harris Infrastructure Managed Services

Much more than emergency support, the **PARTNER** level means you have L3Harris working side-by-side with you to ensure your communications equipment is kept current and ready. 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 SMS, 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

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L3Harris Infrastructure Managed Services

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

ANNUAL PREVENTIVE MAINTENANCE (AVAILABLE OPTION)

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 (AVAILABLE OPTION)

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 (AVAILABLE OPTION)

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 (AVAILABLE OPTION)

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

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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 an available option

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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L3Harris Infrastructure Managed Services

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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