

TWO47™ SUPPORT SERVICES

Comprehensive Support Solutions for Mission-Critical Systems

We deliver the support you need to keep your systems online, operational and ready – anytime and every time.

We do what it takes to deliver on your mission. Period. We're well-versed in rallying the right experts and resources throughout our organization and beyond to ensure you get the round-the-clock support and technical assistance you need.

STANDARD SUPPORT

We provide dedicated support through our telephone helpdesk and answer center, available Monday to Friday, 8 a.m. to 5 p.m. EST. Our team offers expert guidance and troubleshooting for products, operations, programming and maintenance, ensuring your needs are efficiently addressed.

PRIORTIY SUPPORT

Our 24/7 service is available year-round, including holidays, to address your most critical needs. We guarantee prompt callback times for complex issues involving devices or systems and remain actively engaged on severity one issues until a complete resolution is achieved, ensuring uninterrupted operations.

SELF-SERVICE

Access a wealth of technical resources online, including software release notes, product notifications and technical services memos, all designed to keep you informed and up-to-date. Additionally, the on-demand portal allows you to request further technical assistance whenever you need it, ensuring seamless and efficient support.

Key Benefits:

- > **24/7 Expert Support:**
Round-the-clock assistance to ensure uninterrupted operations.
- > **Customized Solutions:**
Designed to meet the specific needs of public safety and critical communications sectors.
- > **Rapid Incident Response:**
Fast and effective support during critical situations to minimize downtime.
- > **Comprehensive Self-Service Resources:**
Access to extensive knowledge bases and troubleshooting tools for independent resolution.
- > **Enhanced System Reliability:**
Optimized communication systems to promote long-term operational effectiveness.
- > **Scalable Support Options:**
Flexible service tiers to align with varying organizational requirements and budget considerations.

Why Choose Two47™ Support Services?

Proactive and Reliable Coverage: Maintain operational efficiency and system reliability with support tailored to your communications infrastructure. Our team is ready to address your needs promptly and effectively.

Customizable Support Tiers: Choose from Standard, Priority or Self-Service to align with your specific requirements and budget.

Expertise and Insights: Leverage industry-leading experts and advanced troubleshooting resources to quickly resolve issues, reducing disruption to mission-critical operations.

Tailored for L3Harris Customers

Two47™ Support Services delivers exceptional value to L3Harris' Public Safety and Professional Communications (PSPC) customers. Our services are purpose-built to meet the unique requirements of public safety agencies, utilities and critical infrastructure sectors. With Two47 Support Services, your organization gains peace of mind, knowing expert help is always within reach.



Join the Two47™ Services Advantage

At L3Harris, we understand that lives depend on the performance of your communication systems. That's why our Two47 Services offers a transparent, adaptable and expert approach to keeping your operations running at peak performance.

Learn more at L3Harris.com/Two47Services

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