APPLICATION BRIEF

State and Local Government Agencies:

Reduce costs, increase efficiency and improve service levels in critical key-based field applications with the Motorola MC9500-K rugged mobile computer

Built to perform dependably in the most demanding field environments, the high performance MC9500-K offers all the features required to reduce costs and improve productivity in inspections and maintenance as well as first responder and asset management applications. In addition, the MC9500-K delivers a new groundbreaking approach to maintenance and management of mobile computers and batteries in the backroom. The result is an exceptional value — an unprecedented return on investment (ROI) and total cost of ownership (TCO), allowing state and local government agencies to afford the very best in technology for their workforce.

The challenge: managing and maintaining vital services — despite budget reductions and rising costs

Citizens of all ages depend on the many services of state and local government agencies to keep their communities safe. Inspectors ensure everything from the safety of food in local restaurants to daycare facilities for children. Maintenance engineers ensure the safety of city infrastructure, such as roads, bridges and buildings. Firefighters, police and other rescue personnel provide needed services in the event of emergencies — from traffic accidents and fires to natural disasters.

But the same economic conditions affecting the private sector are also affecting the public sector. Major budget cuts and rising costs are creating a major challenge: today's state and local government agencies must determine how to maintain and even improve services — with less money.

The solution: achieving major efficiency gains with best-in-class real-time mobile computing

Inspectors, maintenance engineers, and public safety personnel spend their day out in the field, separated from the many tools on the desk — including back-end agency applications, personal productivity applications such as email as well as the rich voice functionality of the desk phone. To bridge this separation, workers were forced to utilize paper and pen to collect information that needed to be entered into a computer. This 'double processing' created wasted time in day-to-day processes, increasing costs and the opportunity for errors that can occur in data entry, for example, during the transcription of illegible handwriting.

Mobile computing bridges the gap, effectively extending the edge of your network by providing these field workers with real-time access to all the tools of the desktop — on a single handheld mobile computer.

With the MC9500-K, field workers in state and local goverment agencies have the tool they need to act wherever they are — able to access, collect and submit information in real time.

Handwritten paperwork is eliminated, reducing the cycle times of everyday procedures, resulting in an increase in workforce and fleet utilization.

From law enforcement officers issuing traffic tickets to inspectors issuing code violations, the resulting data accuracy helps to streamline the citation revenue stream.

The result? Agencies are empowered to improve the accuracy and cost-efficiency of a wide range of services.

Now, field workers have the tools they need to act wherever they are — able to access, collect and submit information in real time. Handwritten paperwork is eliminated, reducing the cycle times of everyday procedures. The resulting efficiency increases in productivity improves workforce capacity — the same number of workers can handle more tasks per day, helping contain staffing costs as well as increasing citation revenues. The ability to automate the collection of data — through the ability to scan a bar code, swipe a magnetic stripe, capture a signature and more — helps reduce errors. With real-time visibility into what is happening out in the field, agency agility increases, improving service levels as well as constituent satisfaction.

The enabling technology

The Motorola MC9500-K: the features your workforce requires and the exceptional return on investment your agency demands

Regardless of whether your workers are inspecting roads, fixing bridges, responding to emergencies or issuing safety citations to local businesses and traffic citations to citizens, they need a device that is easy to hold, easy to use, able to support the applications required and is built to withstand the toughest environmental conditions. In addition, for today's cost-conscious agencies, the device must provide a superior return on investment.

The MC9500-K addresses these requirements — and more. To develop the MC9500-K, Motorola drew on its depth of knowledge and experience with state and local government mobility applications. The MC9500-K offers exceptional value — a rugged mobile computer built to perform dependably in the most demanding field environment, with a groundbreaking approach to battery and backroom management that delivers an unprecedented return on investment (ROI) and total cost of ownership (TCO), allowing state and local government agencies to afford the very best in technology for their workforce.

The MC9500-K is loaded with many capabilities that are unique to Motorola, including Motorola Mobility Architecture eXtensions (MAX) — a set of features that maximize the value of Motorola mobile computers by driving ease-of-use, ease-of-management, flexibility, modularity and lifecycle to new heights.

Features that address the requirements of state and local governments include:

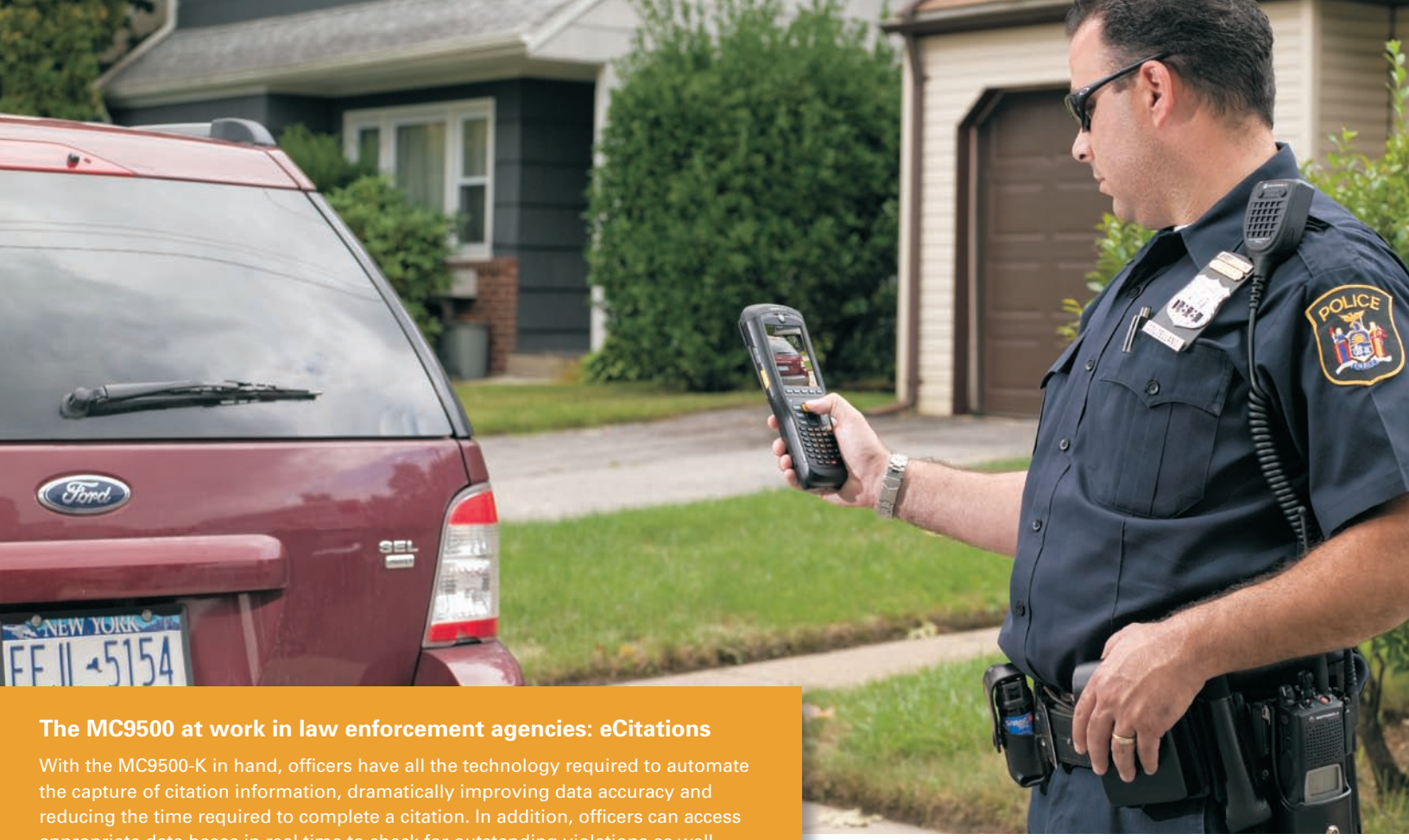
- **Motorola MAX *Rugged*:** The embodiment of Motorola's next generation rugged design, the MC9500-K offers the most rugged specifications in this device category, including: the ability to survive multiple 6 ft./1.8 m drops to concrete throughout the entire operating temperature range as well as 2,000 3.2 ft./1m tumbles at room temperature; IP67 sealing, providing the highest level of dust protection plus the ability to survive submersion in liquid; a unique Monocoque housing — a unibody design that substantially improves structural stability; complete internal integration of all antennas (WWAN, WLAN and GPS); polycarbonate touch panel for increased impact resistance — and more. In addition, the highly unique tumble test provides real world testing, replicating the stress of a potentially common occurrence — the tumbling that occurs when the device is inadvertently left on the bumper of a vehicle. The result? Your users can count on the dependable performance they need — every minute of every workday.
- **Motorola MAX *Secure*:** The MC9500-K offers Motorola MAX *Secure*, a combination of built in security features that provide the level of security required for use in government applications, including Federal Information Processing Standard (FIPS) 140-2 certification. For applications where sensitive data must be secured and protected, FIPS–compliant cryptographic modules provide an enhanced level of security for information that is collected, stored and transferred. Support for 2-factor authentication — for example the ability to scan a bar code on a security badge in addition to requiring a password — ensures that only the right users can access the data on the device and on your network. The high performance processor provides the power required to perform the large exponent calculations required for PKI public key operations as well as digital signing and other private key operations. The Motorola Solution Center provides an avenue for validating third party security applications, such as Virtual Private Networks (VPNs). In addition, compatibility with Motorola's Mobility Services Platform (MSP) allows centralized management of security policies to ensure around the clock compliance — regardless of where devices are located.

- **Superior ergonomics for one-handed use:** This user group frequently needs a free hand. Inspections and maintenance personnel might need to hold a tool in one hand while working through the steps of a procedure that is presented on the mobile computer. Public safety officers issuing citations need to keep one hand free for their own protection. And first responders may need to key in a victim's vital statistics with one hand while obtaining supplies or tending to injuries with the other. To provide workers with true one-handed use, Motorola conducted extensive research and testing, which resulted in:
  - strategic placement and size of the keys
  - a lighter, sleeker and easier-to-grip design that is always balanced in the hand, regardless of the presence of any snap on attachments, hand preference or hand size — with or without gloves
- **Next generation architecture for next generation performance:** The MC9500-K offers the most robust architecture in its class, including the most powerful processor (Marvell PXA320 @ 806 MHz) and a large memory footprint — with a user accessible microSD card slot that can accommodate up to 16GB. The result is the power to provide superior performance for the most demanding applications — including multimedia — allowing agencies to take full advantage of the MC9500-K's capabilities.
- **Motorola MAX *Data Capture:* comprehensive and best-in-class advanced data capture options:** The MC9500-K allows agencies to integrate either a 1D laser scanner or 2D imager and a 3 megapixel auto focus color camera, enabling the capture of more robust agency data. A 3 megapixel autofocus color camera with flash provides maximum flexibility, allowing users to take close-up as well as standard range photos. In addition, Motorola's scanning functionality delivers superior performance for first-time accurate capture of virtually any bar code. The 1D laser scanner provides best-in-class 1D bar code scanning performance, including the ability to capture even damaged and poor quality bar codes, while Motorola's revolutionary 2D imager provides an industry first — stunning performance on both 1D and 2D bar codes and omnidirectional scanning simplicity (no need for users to align bar code and scan element).
- **Motorola MAX *Battery*:** Your workers spend the bulk of every day out in the field — continuous battery power is critical to productivity, task continuity and maximum utilization of this agency asset. The MC9500-K offers the only battery on the market with integrated information indicators that display current charge level and general battery health (whether battery is capable of holding a full charge). This patent-pending feature ensures full-shift power, day in and day out:
  - backroom managers can easily identify and remove batteries that can no longer hold a full charge from the battery pool
  - users can easily identify if the battery in the device at start the day is incapable of providing ample power for a full shift
- **Motorola MAX *FlexWAN*:** Until today, agencies have been forced to purchase mobile devices that are proprietary to a specific cellular network. But in many agencies, this can be an exceptionally difficult decision. State government agencies are spread throughout the state, with different networks providing better coverage in different geographies. Even in local government agencies, some users may work inside city limits, while others may work in very remote outlying areas — with different networks providing better coverage in different areas of the same city.

  The MC9500-K offers a groundbreaking design that completely eliminates this issue by providing true WAN technology independence. Agencies can purchase the device with or without a WWAN radio, and add or change the WWAN subsystem to enable connectivity to the desired cellular network as needed, right in the backroom — no need to send the device to a Motorola service depot. Known as Motorola MAX *FlexWAN*, a feature of Motorola Mobility Architecture eXtensions (MAX), this complete cellular network flexibility allows today's agencies to deploy and redeploy a single pool of devices on the cellular network that will provide the best coverage for users in different geographies — or a different part of town.
- **Motorola MAX *Sensor*:** Interactive Sensor Technology (IST) — enterprise-class motion sensing: The MC9500-K offers an integrated accelerometer that starts where typical consumer-style accelerometer integration ends,

A patent-pending easy-to-read intelligent graphical display right on the battery itself presents the state of charge as well as the state of battery health — and the display is always available. When the battery is in a charger, the display is automatically activated. When the battery is standalone or installed in the MC9500-K, a quick press of the status button activates the display.*

* For more information on the MC9500-K Battery, please see the Technical Brief entitled 'The Motorola MC9500-K intelligent battery', available for download at www.motorola.com/mc9500



The MC9500 at work in law enforcement agencies: eCitations

With the MC9500-K in hand, officers have all the technology required to automate the capture of citation information, dramatically improving data accuracy and reducing the time required to complete a citation. In addition, officers can access appropriate data bases in real time to check for outstanding violations as well as any police record the driver may have, improving officer safety. Advanced features allow officers to collect additional valuable information. For example, the high resolution camera and GPS work hand-in-hand to allow officers to take a geostamped photo for proof of location. The press of a button transmits the citation to back-end systems in seconds — no paper or additional data entry required. The end result is a highly accurate citation that can be completed in record time, protecting citation revenue, increasing officer productivity and reducing citation processing costs.

allowing agencies to achieve real value from motion sensing technology. Right out of the box, the device supports dynamic screen orientation and offers an array of power management features. For example, with just a few presses on the touchscreen, devices can be configured to enter power-saving mode when movement has not been detected in a defined period or when the device is placed screen-side down. In addition, the ability to access and integrate accelerometer data into customized applications allows agencies to more fully leverage the value of motion sensing technology. For example, the ability to detect longer free-falls with no activity after the drop can indicate a potential 'man-down' situation, sending an instant alarm to supervisors, thereby improving employee safety. Another application could involve tracking the number of times the device is dropped to improve employee accountability.

- **Motorola MAX *Keypad*:** In order to ensure maximum simplicity in data entry, you need the keyboard that best matches your application type. The MC9500-K offers a complete portfolio of keypads designed to meet virtually any data entry requirement — from heavy text entry to calculator-style numeric data. In addition, the modular keypad architecture enables the swapping of keypads in minutes, right in your backroom, allowing: modification of the MC9500-K to meet the needs of new applications; re-deployment of existing MC9500-K devices in another area of the agency; and the ability to replace the keypad in the event of keypad damage. Finally, for larger deployments, this patented feature enables the cost-effective manufacture of custom keypads, allowing agencies to tailor key size, placement, color and text to best complement applications.

- **Motorola MAX *Backroom Management*:** When you choose Motorola's MC9500-K, you get more than the industry's premier rugged mobile computer — you get an elegant system designed to simplify and reduce the cost of mobility. The first of its kind, the Motorola Universal Accessory System provides an unprecedented level of flexibility that maximizes backroom density and enables migration to future generation Motorola rugged mobile computers — without requiring an upgrade of the backroom infrastructure. The form-factor agnostic cradling approach ensures that the backroom infrastructure you buy today can live beyond one generation of mobile computers and can even accommodate popular existing Motorola mobile computers via an adapter available in the near future. As a result, the need to 'rip and replace' accessories with the purchase of every new mobile computer is eliminated, substantially simplifying and reducing the cost of backroom management — and enabling agencies to achieve a superior ROI and TCO for the entire MC9500-K ecosystem.

The MC9500-K at work in the most demanding field-based state and local government applications

Law enforcement: eCitations

Handwritten citations are problematic for law enforcement officers and their agencies. In order to complete a paper-based citation, officers must capture detailed data, including driver's license and license plate numbers, and must populate the form with the right code violation number, court district and fine amount. The paper citations are given to clerks, who then may need to enter the citation into as many as three reporting systems — the police records system, the court case management system and the state's citation tracking system. Any data entry errors along the way can cause a violation to be deemed inadmissible in a court of law, resulting in the loss of revenue for the municipality — which could easily add up to millions of lost revenue dollars per year.

The MC9500-K dramatically reduces the time it takes an officer to complete a citation. A real-time link to the Department of Motor Vehicles (DMV) allows officers to simply scan the bar code or swipe the magnetic stripe on a driver's license to instantly auto-populate the citation with the person's name and address. Wireless access to a wide range of local or national databases enables instant verification of identity. A drop down menu allows officers to select from a pre-configured list of vehicles that are registered to the offender, automatically completing vehicle identification information—including make, model and license plate number. A lookup function enables officers to quickly locate the right vehicle code. The ability to take a photograph that includes the date, time and GPS location coordinates provides proof of location for violations. Signature capture allows officers to file complete citations that include the violator's proof of receipt. And once the electronic citation (known as an eCitation) is complete, the press of a button can transmit the citation in real time to all appropriate back-end systems.

Benefits include:

- **Major increase in data accuracy.** Automated data capture and the elimination of data entry into multiple systems eliminates citation errors that occur when handwriting is inaccurately translated or during computer data entry. One major metropolitan police department reduced their error rate from thirty percent to one percent.
- **Increase in revenue.** The number of citations that are dismissed due to data errors is substantially reduced, increasing citation revenue. One major city recaptured several million dollars in revenue the year a Motorola eCitation system was launched.
- **Major reduction in cost.** While the average paper-based citation takes an average of 12 days to process[1], an electronic citation takes seconds, practically eliminating internal processing costs. Citation data entry staff can be re-deployed, helping to control staffing costs.
- **Increased productivity.** Officers spend more time on patrol instead of paperwork, improving on-the-job satisfaction and morale.
- **Better community service levels.** The reduction in administration time allows officers to spend less time at the desk and more time out on the streets, protecting their communities.

The MC9500-K at work with first responders

The MC9500-K provides first responders with a critical real-time data link to access and collect needed information with maximum speed and accuracy — as well as the ability to place cellular voice calls and more. The ability to view photos and real-time video of an incident scene as well as blueprints of buildings and detailed area map while in transit to the incident site enables first responders to create a plan enroute and arrive on the scene as prepared as possible. On scene, bar code scanning provides inventory visibility for rapid access to needed equipment and patient condition status and detailed injury information can easily be recorded and transmitted to the destination hospital, allowing medical facilities to be well prepared upon arrival. The end result is less time required to capture and manage information, allowing first responders to stay focused on saving victims — instead of collecting data.

Disaster management: first responders

For police, emergency medical personnel, firefighters and other first responders arriving at a disaster site, time is of the essence. These workers need access to all the available information about the incident to develop the best response plan. Site managers must track each and every asset — including first response personnel, victims, evacuees and all equipment utilized on site. Incident scene commanders must be able to validate first responder credentials as well as track the location of all first responder personnel.

The MC9500-K with integrated voice and data provides first responders with the critical real-time link required to access and collect needed information with maximum speed and accuracy. The ability to view photos and real-time video of an incident scene as well as blueprints of buildings and detailed area maps while in transit to the incident site enables first responders to create a plan enroute and arrive on the scene as prepared as possible. A split-second scan of the bar code labels located on assets at the incident site enables real-time accurate inventory visibility, providing rapid access to vehicles, rescue gear, equipment and other critical assets as needed.

With a mobile printer, site managers can print bar coded badges and wristbands at the incident site to track and trace first responders as well as victims and evacuees, improving first responder safety and providing the information required to reunite victims and families more rapidly. Patient condition status and detailed injury information can easily be recorded and transmitted to the destination hospital. The advance notice allows medical facilities to prepare ahead of time, with the right equipment and physicians ready and waiting when victims arrive. In addition, the ability to electronically and automatically capture and transmit medical data from the scene allows first responders to stay focused on saving victims — instead of collecting information.

Benefits include:

- **Better decision-making.** Mobility enables up-to-the minute intelligence, allowing for the creation of better action plans.
- **Improved accountability and resource deployment.** Real-time inventory allows the deployment of the right personnel and the right equipment at the right time, every time.

- **Improved security.** The incident site is better secured: authorized personnel wearing government issued identification badges or incident wristbands are easily identified.
- **Better quality of care.** Critical patient data can be transmitted to the hospital while victims are in transit, enabling healthcare workers to be ready and waiting with an action plan upon arrival. Since the location of all victims and evacuees is visible in real time, families are re-united faster.
- **Improved safety.** The ability to track first responders as they move in, through and out of the incident site enables identification of any missing and potentially injured workers — and a swift life-protecting response.

Government administration: inspections/code enforcement

Inspectors spend the day out in the field protecting citizen safety by ensuring compliance with building, health, environmental and safety codes. Whether your workers are inspecting buildings, restaurants, bridges, railroad tracks or buses, they need access to inspection orders, code violations, asset maintenance history, the proper forms to issue on-the-spot citations and warnings as well as the ability to schedule return inspections to ensure violations have been addressed.

The MC9500-K provides all the tools inspectors need to get the job done faster — and more accurately. With the powerful MC9500-K, inspectors can receive prioritized electronic work orders out in the field. Electronic forms can be completed in a fraction of the time required for paper. Any support information in back-end business systems can be accessed in seconds — from code violation numbers to the detailed history of a particular violator and more.

Other features enrich available data. For example, the integrated 3 megapixel autofocus color camera enables the capture of proof of violation, discouraging disputes and the potential loss of citation revenue. Electronic signature capture provides proof positive that the offender received the citation. A wireless mobile printer allows inspectors to print and sign citation paperwork on the spot — eliminating error-prone handwritten forms and the administrative effort required to process and mail completed paperwork to the offender. With a snap-on credit card reader, inspectors can immediately process and collect fees. Since the information on electronic forms can be sent to all appropriate business systems, the press of a button can file a new citation, update accounting systems with payment information, and schedule required return visits. And with integrated GPS and Interactive Sensor Technology (IST), supervisors can detect and respond to real-time events that signal potential emergencies — for example, if a worker remains in a specific location longer than expected or the device records a drop followed by lack of activity.

Benefits include:

- **Increased productivity.** The same number of inspectors can now handle more inspection orders, improving workforce utilization and controlling staffing costs.
- **Improved cash flow.** The ability to process payments increases the velocity of the payment cycle.
- **Increased citation revenue.** Drop down menus, check boxes, auto-fill fields and more help ensure the accuracy of citations, preventing disputes and the potential lost income.
- **Improved on-the-job safety.** The ability to instantly detect and respond to potential emergency situations provides peace of mind for workers — especially for employees who spend the day working alone in remote or high-risk areas.

Government administration: maintenance

Every day, your workers are out in the field, involved in repairing or maintaining a wide variety of public assets — from streets and bridges to tunnels, watersheds, aircraft and park benches. While the complexity of the maintenance routines may vary, the business processes are the same. Maintenance engineers need to collect work orders. The right asset must be located in the field. Forms must be completed to document the services that were performed as well as the completion of the work. Manuals as well as maintenance history may be required to help determine and execute the appropriate actions.

The MC9500-K virtually eliminates paper from business processes. Electronic work orders are sent in real time to maintenance engineers out in the field — workers no longer need to spend time in the office picking up paper work orders, increasing time 'on task'. Workers can scan tools and parts in the vehicle at the start of each day, improving inventory management. In combination with GPS, dispatchers now have real-time visibility into the location of each vehicle as well as the parts and tools onboard each vehicle. With this information, dispatchers can

The MC9500-K at work in inspections, maintenance and asset management.

Whether your mobile workers are out in the field performing repair and routine maintenance on streets, bridges, tunnels, watersheds, aircraft, fire hydrants or park benches, the MC9500-K offers the feature set required to improve productivity and the speed of service, while reducing vehicle costs. Electronic access to all required data eliminates paperwork and the subsequent data entry into agency computers. Past service history and access to manuals and maintenance repair routines provides the rich intelligence required for better troubleshooting and better decision-making. The ability to take and transmit a high resolution photo in real time to engineers back in the office can provide needed guidance for seasoned and new workers. And integrated GPS improves routing efficiency, reducing mileage, fuel costs, vehicle wear and tear and maintenance costs.

dynamically prioritize and route work orders as they are received throughout the workday, ensuring that the most urgent jobs are always handled first.

Real-time navigation helps workers identify the best route to the next jobsite, minimizing mileage and time. The quick scan of a bar code verifies that the worker is about to service the right asset — for example, the right fire hydrant. Real-time access to electronic manuals, step-by-step maintenance procedures and maintenance history provides the rich intelligence required to better troubleshoot issues, determine appropriate action and execute maintenance and repair routines — without the need to search for and load manuals in the truck or phone a co-worker to check a file. The ability to take and transmit a high resolution photo in real time to engineers back in the office can provide needed guidance for seasoned and new workers. The ability to snap a date and geostamped high resolution photo upon completion of the job order provides proof of completion of service. And GPS and Interactive Sensor Technology (IST) work hand-in-hand to allow dispatch to monitor and respond to real-time events that might signal an emergency — for example, if a worker remains in a specific location longer than expected or the device records a drop followed by lack of activity.

Benefits include:

- **Increased productivity.** The same workforce can now handle more maintenance and repair orders, improving workforce utilization.
- **Improved citizen satisfaction.** Faster response times ensure prompt attention to emergencies and timely maintenance, keeping communities running safely and smoothly.
- **Improved on-the-job safety.** The ability to instantly detect and respond to potential emergency situations provides peace of mind for workers — especially for employees who spend the day working alone in remote or high-risk areas.
- **Reduced vehicle costs.** Improved routing efficiency reduces mileage and the associated fuel costs, as well as vehicle wear and tear, increasing the lifecycle of these high dollar assets.

Government administration: asset management

Just as there are many different types of state and local government agencies, each of those agencies owns and is responsible for tracking many different types of assets out in the field — from evidence and prisoners to fleets of vehicles, street signs, roadways and more. Accounting for these assets is a challenge, requiring workers to travel to the location of each asset, collect and complete paperwork at the asset location and then enter that information into the computer upon return to the office.

A mobile computer enables end-to-end automation and streamlining of this process. Agencies can automatically schedule and distribute tasks based on timing as well as the physical proximity of a group of assets to improve efficiency. Paper is replaced with an electronic form. A quick scan of a bar code automatically pre-fills the form with available data. GPS and a high resolution color camera allow workers to snap a picture of the asset, complete with a geo-stamp to verify the time and the geographic location of the asset, providing a new level of asset information. The ability to send the data to all appropriate business systems provides incremental value by automatically releasing an order for needed items — such as street signs — or automatically scheduling required inspections or maintenance. The ability to automatically track the movement of assets such as evidence and prisoners provides a highly accurate chain of custody information required by government regulations.

Benefits include:

- **Improved productivity.** The same workforce can now take asset inventory in record time.
- **Reduced costs.** The decrease in labor requirements reduces the cost of inventorying assets; real-time asset visibility ensures proper tax reporting, preventing inadvertent overpayment of taxes.
- **Cost-effective compliance.** Agencies can ensure compliance with government regulations such as chain of custody for evidence and Government Accounting Standards Board (GASB) 34.
- **Reduced asset total cost of ownership (TCO).** Real time visibility into assets ensures proper and timely maintenance, extending asset lifecycle.

The MC9500-K — an unmatched ROI and TCO

Motorola's MC9500-K delivers the features and functionality required to streamline your day-to-day processes, providing a workforce multiplier — the same number of workers can handle more tasks, more accurately. In addition, the extraordinary

one-of-a-kind device reduces the cost of mobility by reducing capital and operational expenditures as well as future proofing your investment:

- **Reduce capital expenditures:**
  - The MC9500-K offers the functionality of five separate devices — a cell phone, a mobile computer, a camera, a bar code scanner and GPS — substantially reducing the number of devices you need to purchase.
  - Since the backroom infrastructure is now form factor agnostic, the backroom accessories you purchase today will continue to serve your needs in the future, eliminating the high cost of 'rip and replace' to update device cradles and battery chargers.
  - The maximum rugged specifications expand device lifecycle, eliminating the more frequent replacement required for consumer style devices.
  - Maximize device utilization through the ability to change the WWAN subsystem to deploy the device on different cellular networks as well as the keypad to support new application requirements — right in the backroom.
  - GPS enables better vehicle utilization, extending the lifecycle of these expensive assets.
- **Reduce operational expenses:**
  - Since the MC9500-K offers the functionality of multiple devices, there are fewer devices for employees and IT to manage.
  - GPS improves route efficiency, reducing vehicle fleet costs — mileage and wear and tear are minimized, reducing maintenance and fuel costs.
  - The increase in workforce productivity improves workforce utilization — the same number of workers can handle more tasks per day, helping control staffing costs.
  - Compatibility with Motorola's Mobility Services Platform (MSP) provides the comprehensive centralized management capabilities required to remotely stage, provision, monitor and troubleshoot all MC9500-K mobile computers — regardless of where in the world they are located. As a result, one of the largest costs associated with any mobility deployment is minimized — the day-to-day management of the mobile devices.
  - Since Motorola mobile computers are built on a common technology platform, existing applications developed for other Motorola mobile computers can be rapidly ported to the MC9500-K, reducing deployment time and costs while improving the ROI for existing applications.
  - Repair costs are contained and reduced with Motorola's Service from the Start with Comprehensive Coverage support program. This exceptional service is truly comprehensive, providing technical software support as well as end-to-end protection for your device. Normal wear and tear, internal and external components damaged through accidental breakage and select accessories that ship together with the MC9500-K are all covered — at no additional charge.
- **Future proofing:**
  - Often, mobile devices must be replaced because the technology is outdated or too rigid to meet changing business needs. But the MC9500-K offers the very latest technology platform and features plus the flexibility to change cellular networks and keypads, enabling the device to serve agency needs until it truly reaches the end of its physical maximum lifecycle.

For more information on how you can reap the benefits of the MC9500-K in your state or local government agency, access our global contact directory at www.motorola.com/enterprisemobility/contactus, visit www.motorola.com/mc9500 or call 800.526.8637

About Motorola: end-to-end mobility solutions for deployment simplicity and success

Every day, organizations of all sizes all over the world count on Motorola Enterprise Mobility Solutions to maximize personnel effectiveness, improve services, and increase revenue potential. When you choose Motorola for your mobility solution, you get the peace of mind that comes with choosing an industry leader as your technology partner. Motorola offers the proven expertise and technology you need to achieve maximum value and a fast return on investment — as well as first hand experience in virtually every size organization in nearly every major industry. And our end-to-end solutions offer the simplicity of a single accountable source — regardless of the number of vendors involved.

Our comprehensive product offering includes: rugged and enterprise class mobile computers with extensive advanced data capture and wireless communications options; rugged two-way radios for always on voice communications; private wide area and local area wireless and outside the four walls — and to network multiple locations; comprehensive RFID infrastructure, including fixed, mobile and handheld RFID readers; a partner channel delivering best-in class applications; software solutions that enable centralized and remote management of every aspect of your mobility solution; and a complete range of pre-and post-deployment services to help get and keep your mobility solution up and running at peak performance every day of the year.

1. Florida State University, College of Engineering; Computerization and Automation of Affordable Traffic Data Collection System for the State of Florida, Sitaramaraju Mantena, 2004, Page 15

MOTOROLA

www.motorola.com