



PLATINUM  
PARTNER

SCI

## INFRASTRUCTURE MANAGED SERVICES

Lifecycle Maintenance to Optimize  
Your System Investment

SCI

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## MAXIMIZE SYSTEM VALUE, SIMPLIFY RESOURCE PLANNING

Preventive maintenance and timely updates will extend the life of your system and deliver maximum return on your investment. L3Harris offers Lifecycle Managed Services to provide expert services that maximize the performance and capabilities of your system.

Our Infrastructure Managed Services help keep the system running smoothly. With three tiers to choose from, you select the plan that works best for your organization and resources. We'll even customize a plan to meet your unique requirements.

## THREE TIERS, ONE PROVEN PROVIDER

### ASSIST >>>



If your agency is staffed to manage and maintain your own equipment, the ASSIST tier gives you these key services, plus available options to reduce the burden on your team to “do it all” and boost confidence in your equipment.

#### **Premium Technical Support (PTS)**

Technical expertise to answer questions, resolve issues and keep your system up and running. Includes one-hour emergency and two-hour non-emergency response times, 24/7/365. PTS will also maintain your third-party hardware support and software licenses to maximize your peace of mind.

#### **Security Update Management Services+ (SUMS+)**

Automatic management of third-party operating system patches, reducing compliance risks and vulnerability to cyber attacks.



## PARTNER >>>



Much more than emergency support, the PARTNER tier means you have L3Harris working side by side with you so that your communications equipment is kept current and ready. **Standard services from ASSIST are also included in this tier.**

### Software Managed Services (SMS)

Keeps you current with L3Harris infrastructure systems releases, enabling efficiencies and new functionalities.

### SMS Installation

Manages your system's SMS installation to keep equipment running at peak performance.

## MANAGED >>>



The MANAGED tier is for organizations that want to transfer day-to-day operations and maintenance of their communications system to our technology experts. Services from ASSIST and PARTNER are also included in this tier.

### Standard Repair Services

Helps you budget for the unexpected—plus get fast, factory repairs from our experts.

### Annual Preventive Maintenance

Includes regularly scheduled tests, checks and routine alignment of your equipment to optimize your system's performance and ensure it meets factory and FCC specifications.

### SUMS+ Installation

Manages your SUMS+ installation so that your system maintains its current security posture. On-Site Corrective Maintenance

### 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.

### Planned Network Upgrades and Obsolescence Protection

Periodic infrastructure hardware upgrades keeps your platform compatible with system software releases and maintains functionality of your initial system while paving the way for additional features.

### Enhanced Annual Preventive Maintenance

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

### Network Operations Center (NOC) Monitoring

Real-time 24/7/365 observation of your radio system for quick identification of existing and potential network issues, and action to correct those matters.

### Rapid Response Service Level Agreement (SLA)

L3Harris will customize its 24/7/365 response to priority Level 1 and 2 issues, provide notification of actions to be taken and dispatch site technicians to meet your unique system requirements.

### Cybersecurity Assessments

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

- > Keep your configuration current with all third-party security patches
- > Guide system changes needed to close significant security gaps
- > Update and improve the cybersecurity of your critical communications infrastructure

### System Administration

Configures the VIDA system database for RF sites, consoles, and gateways as well as administers talkgroup and unit IDs at the time of initial system deployment. L3Harris will modify database entries at your direction and add units or other resources as the system expands.

### VIDA® Secure Sentry

VIDA® Secure Sentry provides policy and third-party vendor-supplied security patches to further enhance your VIDA system's security. As viruses, malware, ransomware and Denial of Service attacks increase, maintaining your VIDA cybersecurity posture is essential to the availability of critical communications.

VIDA® Secure Sentry is released quarterly and is based on the applicable U.S. Government's National Institute of Standards and Technology's (NIST) guidelines for Assessments, Framework, Controls, Policy and Procedures. Governing bodies for Public Safety, Utilities and the Federal Government have all adopted the NIST framework to maintain a high level of security for their communication systems.

L3Harris applies Security Technical Implementation Guides' recommended settings and controls, and tests updates on the VIDA system to ensure application compatibility prior to making the VIDA® Secure Sentry.

# FAST. FORWARD.

## 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.

	Assist	Partner	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

## LONG-TERM LIFECYCLE MAINTENANCE AND UPGRADE PLAN

L3Harris offers a comprehensive, long-term infrastructure lifecycle maintenance and upgrade plan to keep your system operating at peak performance and protect against security threats.

With a 10-year Lifecycle Maintenance and Upgrade Plan, your agency has an established annual cost simplifying your yearly budgeting process. During the years when a hardware upgrade occurs, your upgrade is covered under the plan. Your system remains current and ready for future applications.

### Infrastructure Managed Services

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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.

