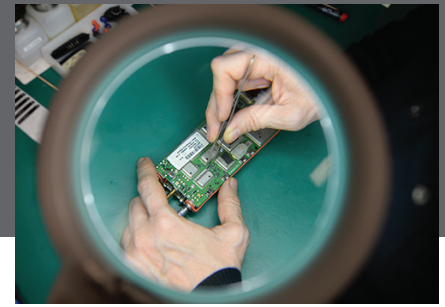


# TECHNICAL SERVICES Fact Sheet



## Who We Are

With more than 50 branches across the United States and Canada, BearCom is North America's largest wireless solutions provider and systems integrator. We are well equipped to handle all your wireless communications requirements, including sales, rentals, and service.

## What We Do

Our size and purchasing power allow us to pass along savings to our customers by offering some of the most competitive product and service rates in the industry. Plus, we have the expertise and technical resources to handle nearly any wireless voice and data communications need, in just about any business, education, and public safety operations. We stand ready to assist you with:

- Repairs & Field Services
- Installation & Deployment
- Consulting & Customization
- FCC Licensing Services
- Service Level Agreements
- Extended Warranties
- Preventive Maintenance Plans
- Network Operations Center (NOC) Monitoring

## How We're Different



**The BearCom Technical Services Group is staffed by more than 150 experienced, factory-trained wireless technicians.**

Our on-site installation team always has the support they need, no matter what issues arise.

**If you have specialized needs, the BearCom team includes highly skilled system architects and technology engineers.**

We can develop complex solutions for any environment that requires advanced wireless radio networks.

**Our technical services activities are fully supported by our manufacturing partners, at whatever level is needed.**

We provide service accuracy, plus the fastest turnaround on product-related questions and solutions.



## Technical Services and Solutions

- Full range of professional services and solutions
- More than 100,000 repairs performed annually
- 72 hours or less turnaround on most repairs
- Factory-authorized trained technicians
- Follow Project Management Institute (PMI) standards
- Motorola-trained Project Management Professionals
- FM-certified repair facility (intrinsically safe)
- Preventive Maintenance plans and warranty work for manufacturers such as Motorola Solutions, Vertex Standard, Icom America, Kenwood and others
- Certified Service Centers (CSC)
- Premier Service Partner (PSP)
- Motorola Solutions Service Elite Specialist
- FirstNet and P25 expertise
- Full enterprise resource planning (ERP) capabilities



**BearCom delivers the right expertise and services to keep two-way radio systems operating at peak efficiency when they're needed most!**



BearCom operates multiple Certified Service Center (CSC) locations across the country. The CSC program is designed as a tool to help customers find quality service centers, to help electronics and appliance manufacturers select service centers for in-warranty repairs, and to provide a standard for professional service firms that desire to offer outstanding customer service.



**MOTOROLA SOLUTIONS**  
Service Elite Specialist

BearCom has earned the prestigious Service Elite Specialist status from Motorola Solutions. This coveted designation recognizes BearCom's high levels of technical expertise, customer service, and deployment management.

### Repairs & Field Services

Every month, the BearCom National Depot repairs nearly 3,000 radios and our branch offices and field teams repair thousands more.

- Our field services technicians go through stringent certification training with our manufacturing partners and the Electronics Technicians Association International.
- We are highly-experienced at servicing two-way radio devices and other wireless communications systems.
- We are experts at repairing and maintaining equipment from most major radio manufacturers including Motorola Solutions, Vertex Standard, Icom America, Kenwood, and more.

### Installation & Deployment

Our skilled technicians have training and experience to handle every aspect of installation.

- We test all radios, repeaters, cabling, headsets, antennas, accessories and other components before go-live.
- We use proven procedures based on past installations and industry best practices to ensure full performance at start-up.
- BearCom complies fully with R56 Standards to build in safeguards so racks, antennas and other components are protected from lightning strikes, power surges, and other electrical anomalies.

### Consulting & Customization

The BearCom team includes highly skilled system architects and technology engineers to meet any of your specialized needs.

- We develop complex solutions for any environment that requires advanced wireless radio networks.
- We've configured thousands of analog and digital platforms such as conventional trunking systems and MOTOTRBO networks, including: IP Site Connect, Capacity Plus, Linked Capacity Plus, Connect Plus and Capacity Max.

### FCC Licensing Services

BearCom has a professional team dedicated to meeting all of your regulatory and licensing requirements.

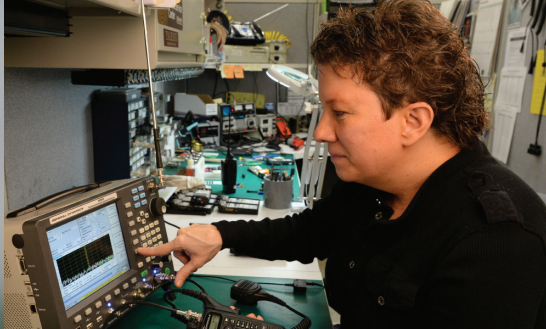
- We manage the complete process for FCC licensing and frequency filings, changes, renewals, and more.
- Our team processes approximately 1,000 new FCC licenses with coordinators annually, as well as hundreds of renewals, construction notifications and license modifications.
- We take the guesswork and uncertainty out of compliance issues.

#### BDA & DAS Expertise

To achieve full signal coverage in challenging areas, we have extensive experience deploying Distributed Antenna Systems (DASs) and Bi-Directional Amplifiers (BDAs).







## BearCom offers multiple programs to extend equipment life and improve performance.

### Service Level Agreements

BearCom offers cost-effective service agreements that can save you thousands of dollars in future repairs and service. We offer both pre-packaged and customized plans based on your needs. Ask your BearCom representative to help you select the SLA that is best for your needs.

- **Gold:** Monday through Sunday, 24-hour support with weekly scheduled half-day on-site technician providing real-time repairs, on-demand and on-site troubleshooting and repair of infrastructure-related communications equipment; plus an annual preventive maintenance schedule. Board-level failures will be picked up and delivered to the BearCom location closest to you.
- **Silver:** Monday through Sunday support with weekly scheduled pickup and delivery of mobile and portable radio products, on-site troubleshooting and repair of infrastructure-related communications equipment; plus an annual preventive maintenance schedule.
- **Bronze:** Monday through Friday support with on-demand pickup of mobile and portable radio products, on-site troubleshooting and repair of infrastructure-related communications equipment; plus an annual preventive maintenance schedule.

### BearCom Extended Warranty

In addition to service level agreements, BearCom offers extended warranties – yet another way to help reduce potentially high cost repairs and service. For a reasonable one-time fee, you can extend the warranties for your two-way radios up to five years to ensure that equipment is protected from unnecessary spikes in cost due to the need for repairs and maintenance.

### Preventive Maintenance Plans

Keep your portable radios, mobile radios, and repeaters in top condition, FCC compliant, and within manufacturer specs. Choose either annual or semi-annual maintenance to keep your fleet operating at peak performance.

## BearCom offers Advanced Technology Solutions to eliminate worry and guesswork.

### NEW! Network Operations Center

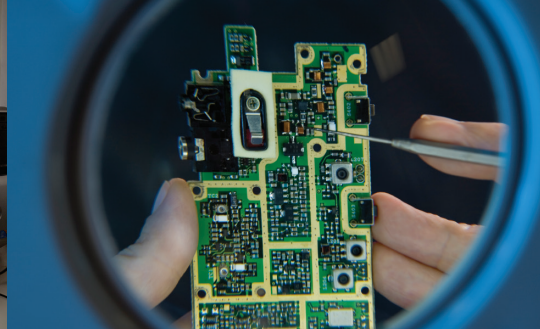
The BearCom Network Operations Center (NOC) uses the latest technology tools to monitor, evaluate, analyze, diagnose and respond to potential issues with two-way radio system infrastructure. The NOC identifies issues early and enables solutions before problems escalate.

No matter how complex your wireless communication needs, we are confident BearCom and our industry partners can deliver systems and services to meet your goals.

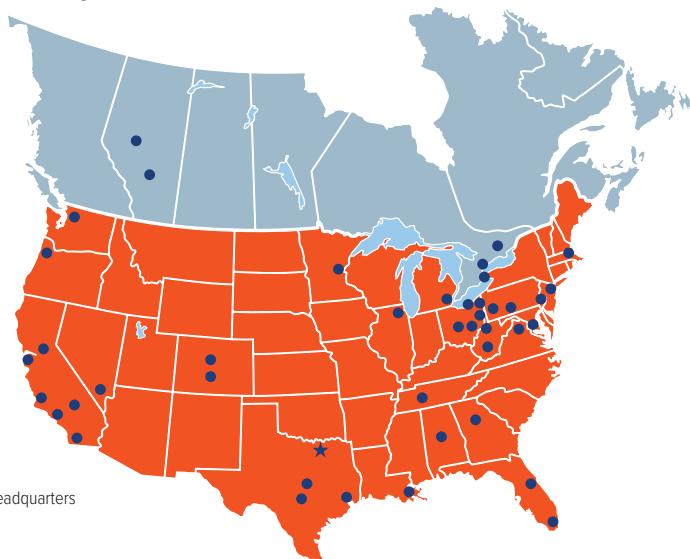


BearCom has designed and deployed video surveillance cameras for public safety and municipalities, retailers, schools, industrial plants, and more.

Put our design, architecture, engineering, and deployment expertise to work building the right solutions to help increase efficiency, productivity, and safety.



Contact your BearCom rep or find the nearest branch office to your location. [www.bearcom.com/locations](http://www.bearcom.com/locations)



★ Corporate Headquarters  
● Branches

Learn more about how BearCom's state-of-the-art wireless products and solutions can help increase productivity and deliver true mobility to your workforce.

Call 800.449.5695 or visit one of our branches:

<b>ATLANTA, GA</b> 800.417.6272	<b>DALLAS, TX</b> 800.449.6171	<b>NIAGARA, ON</b> 905.358.6488	<b>SAN ANTONIO, TX</b> 877.367.1979
<b>AUSTIN, TX</b> 877.213.4797	<b>DENVER, CO</b> 877.312.2327	<b>NEW ORLEANS, LA</b> 844.800.2327	<b>SAN DIEGO, CA</b> 877.706.2327
<b>BIRMINGHAM, AL</b> 800.242.8540	<b>DETROIT, MI</b> 877.475.2327	<b>NEW YORK, NY &amp; NJ</b> 888.841.3600	<b>SAN FRANCISCO, CA</b> 800.953.2327
<b>BOSTON, MA</b> 877.301.2327	<b>FT. LAUDERDALE, FL</b> 800.731.2327	<b>ONTARIO, CA</b> 909.390.0460	<b>SEATTLE, WA</b> 800.313.2327
<b>CHANTILLY, VA</b> 800.955.0003	<b>GRANDE PRAIRIE, AB</b> 780.532.2555	<b>ORLANDO, FL</b> 877.640.2327	<b>ST. PAUL, MN</b> 877.650.2327
<b>CHICAGO, IL</b> 800.900.2327	<b>GREENSBURG, PA</b> 800.999.3723	<b>PETERBOROUGH, ON</b> 705.750.1339	<b>STEUBENVILLE, OH</b> 800.999.3723
<b>CHARLESTON, WV</b> 800.999.3723	<b>HOUSTON, TX</b> 800.856.2022	<b>PHILADELPHIA, PA</b> 877.319.2327	<b>TORONTO, ON</b> 416.443.9555
<b>CLEVELAND, OH</b> 800.999.3723	<b>LAS VEGAS, NV</b> 800.535.2489	<b>PORTLAND, OR</b> 888.371.2327	<b>WASHINGTON, DC</b> 877.895.2327
<b>COLORADO SPRINGS, CO</b> 844.267.2327	<b>LOS ANGELES, CA</b> 800.750.7234	<b>RED DEER, AB</b> 403.347.0777	<b>WHEELING, WV</b> 800.999.3723
<b>COLUMBUS, OH</b> 800.782.5458	<b>MISSISSAUGA, ON</b> 905.238.8643	<b>RIVERSIDE, CA</b> 800.314.2327	<b>YOUNGSTOWN, OH</b> 800.999.3723
<b>COSTA MESA, CA</b> 800.513.2660	<b>NASHVILLE, TN</b> 877.454.2327	<b>SACRAMENTO, CA</b> 866.612.2330	<b>ZANESVILLE, OH</b> 800.999.3723

**BEARCOM**<sup>®</sup>  
Always On

With more than 50 branches across the United States and Canada, BearCom is North America's largest wireless solutions provider and systems integrator. BearCom provides a diverse line of high-performance wireless communications products, services, and complete mobility solutions. We are well equipped to handle all your wireless communications requirements, including sales, rentals, and service.

## Quick Facts

- Equipment sales, rentals, leasing, systems consulting and design, installation, and service
- North America's largest wireless equipment dealer and integrator for push-to-talk communication devices
- Established in 1981
- BearCom is the largest Motorola Solutions Radio Solutions Channel Partner in the world
- Vendor-neutral solutions
- More than 16,000 customers
- Over 700 employees, including 150+ technical staff
- 96,000 square-foot fulfillment and support center in Dallas



### PLATINUM CHANNEL PARTNER

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