

What is the difference between Onsite training and Custom training?

Onsite training designates the customer location for the delivery of a course. Customized training is a course developed to teach the participants specific job related skills as defined by the customer. Customized courses can be delivered at the customer's site or at Motorola University East in Mansfield, Massachusetts.

What are Professional Services?

They are a wide selection of professional and consulting skills to help you design, implement, and optimize the network. Comprehensive training and education offerings are also available.

How do I order Professional Services?

Professional Services can be ordered at the time of sale through your local Motorola ISG sales representative.

If I don't order Professional Services at the point of sale, can I order them after?

You can contact your local Motorola sales representative at any point to order Professional Services or by calling the Customer Support Center at 1-800-544-0062.

What information do I need to order Professional Services?

A valid purchase order and a worksheet must be completed.

Where do I get the Professional Services Worksheet?

Worksheets are available by downloading from Motorola ISG's Web site or by calling the Customer Support Center at 1-800-544-0062.

Can I mix and match a variety of Professional Services?

Yes. Professional Services offerings are available in a variety of standard packages as well as on a customized basis.

Who are the people involved in the delivery of Professional Services?

Motorola's Program Managers coordinate all project activities. System Integrators are responsible for technical activities and Motorola's equipment configuration and integration.

What is a SOW?

A SOW is a Statement Of Work defining Motorola's accountability and the customers' responsibilities.