Total Enterprise Access and Mobility (TEAM)

VoWLAN (Single Mode) Integrated Voice and Data Solution

Give your employees the six key business services they need to work smarter... and more efficiently:

PBX-based telephony
The extension of the desk phone to the mobile device

Complete push-to-talk (PTT) services
Private calls (one-to-one) and dispatch groups (one-to-many); flexibility to define up to 255 dispatch groups to reach entire departments and specific teams at the press of a button

Corporate email, calendar, address book and other personal information management (PIM) applications
Keep workers in touch and on top of schedules, task lists and more

Text messaging services
Fast, effective communications between workers

Internet and intranet access
Easy access to web-based applications and information as needed throughout the business day

Line of business applications
Enable workers to access business-critical server-based applications to view customer data, place orders, check inventory and more while on the move

Complete pocketable mobile office for workers inside the enterprise

Put a complete mobile office in the hands of your on-the-move workers with Motorola's TEAM VoWLAN solution. This integrated mobile voice and data solution turns the desk phone and desktop into a pocketable virtual office that allows on-the-move employees anywhere in the enterprise to take whatever action is required, wherever they happen to be on the enterprise campus, improving productivity and responsiveness. The TEAM VoWLAN solution is part of a comprehensive portfolio of communication solutions designed to meet the needs of all different work groups — from the corner office to the shop floor, loading dock and on the road. The portfolio includes:

- TEAM VoWLAN — This single mode solution is designed to provide mobile users inside the enterprise — either inside the four walls or throughout a campus environment — with mobile access to the voice and data services typically tethered to the desk over the enterprise WLAN.

- TEAM Express — This downloadable voice client creates basic Push-to-Talk communication capability with a quick, easy to deploy path to interoperability. The TEAM Express solution leverages existing WLAN infrastructure and requires no servers or PBX integration.

In addition, the TEAM Solution has been architected to enable future capabilities, including:

- TEAM VoWLAN Common Voice Client (CVC)* — Extend the TEAM VoWLAN solution to additional voice capable devices, such as handheld mobile computers and bar code scanners, ensuring that workers have the right device to meet their mobility needs.

- TEAM Fixed Mobile Convergence (FMC) (Dual Mode: VoWLAN and Cellular)* — This solution will deliver mobile access to voice and data services within the enterprise over the WLAN, seamlessly extending those capabilities to the wide area cellular network when the user moves outside the enterprise/campus.

*Current solution availability is TEAM VoWLAN and TEAM Express with TEAM VoWLAN CVC and TEAM FMC in the future. Please consult your Motorola sales representative or Motorola.com/team for further information on availability.

Give your team the tools they need to work smarter and more efficiently with TEAM business smartphones — from Motorola.

Enterprise-class business smartphones
Provides comprehensive business functionality in a compact device built to withstand all-day, every day use

Flexible mobility architecture
Non-intrusive overlay enables easy integration into existing IT infrastructure (including the WLAN and PBX) creating a single common platform for the delivery of integrated voice and data services

Toll-quality voice
Provides a superior voice experience with performance that matches that of traditional wired landline service

Unified management
Enables regulatory compliance; provides robust uniform management policies that are centrally and remotely controlled by IT, including: 2-factor authentication (device and user)

This appliance-based offering provides workers with mobile access to the six key voice and data business services workers need to stay productive — all in a compact, easy-to-use and easy-to-carry smartphone. Services include:

- PBX-based telephony**:** By extending the functionality of a PBX desk phone to a mobile device, workers enjoy toll-quality voice, the simplicity of one phone number reach, one voicemail box and convenient desk phone features like abbreviated dialing, call forwarding, call transfer and call waiting.

- Complete enterprise grade push-to-talk (PTT) services: Walkie-talkie style instant communications include private calls (one-to-one) and dispatch groups (one-to-many). The flexibility to define up to 255 dispatch groups enables managers to easily reach entire departments and specific teams at the press of a button.

- Corporate email, calendar, address book, meeting scheduler and other personal information management (PIM) productivity-enhancing applications: Keeps workers in touch and on top of their schedule, task list and more.

- Text messaging services over the WLAN: Workers will never miss an important message from associates with text messaging.

- Internet and intranet access: Easy access to Web-based applications and information as needed throughout the business day.

- Line of business applications: A variety of Windows Mobile 6.1 compatible applications simplifies mobile access to server-based business

critical applications, allowing employees to view customer data records, place orders, check inventory and more — all while on the move.

VoWLAN: A technology whose time has arrived
Through the deployment of enterprise Wireless LANs (WLAN), companies have come to expect ubiquitous data access on laptops — the next step is incorporating ubiquitous mobile voice access. Today's Wireless LAN (WLAN) network standards have evolved to support robust voice services, making wireline-quality voice communications over the WLAN a reality. Motorola has made significant standards contributions to support secure, fast roaming across access points and subnets, and to extend battery life. Motorola's TEAM solution takes advantage of these advancements to deliver the dependable comprehensive integrated communications services workers need to perform virtually any task — anywhere and anytime.

TEAM: The next phase of evolution in mobility architecture
Until now, office communications typically required standalone point solutions for each application, creating extra work for IT and users alike. Users often needed to manage two or more devices — one for voice and one for enterprise data. IT was required to manage and secure several stand-alone systems, as well as multiple devices per worker. Motorola has elegantly addressed this issue with the next generation architecture for integrated voice and data mobility solution: Total Enterprise Access and Mobility (TEAM).

Following best practices in networking, the TEAM solution is a non-intrusive overlay that can be easily integrated into existing IT infrastructure, such as the WLAN and PBX, creating a single common platform for the delivery of integrated voice and data services.

The TEAM VoWLAN solution components

The TEAM VoWLAN solution consists of a business smartphone, Wireless Services Manager (WSM) software and the Network Services Manager (NSM) software. The WSM is the primary feature appliance for the TEAM solution, residing between the business smartphone and the PBX. It enables the connection to the PBX, provides high speed PTT and text messaging. The WSM optimizes performance and battery life, and facilitates network access control and security. The NSM provides centralized provisioning and management for the solution. For enterprises with existing two-way radio systems, the optional TEAM Radio Link Solution (RLS) enables communication between these systems and the TEAM VoWLAN solution.

Enterprise-class performance, security and management

The TEAM VoWLAN solution delivers superior performance for untethered, mobile access to voice and data services — even as workers move throughout the building. The appliance-based architecture addresses some of the key challenges associated with delivering high quality voice, data and rich media over the air, including the integration of multiple applications with multiple protocols, unique QoS and security and management requirements. In addition, the appliance-based approach delivers a number of unique advantages:

- Enterprise scalability: Provides support for up to 4,500 users per WSM.

- Easy integration: Enables interoperability across legacy TDM and SIP-based PBXs, allowing enterprises to leverage existing PBX investments and migrate at their own pace.

- Battery life optimization: Offloading the majority of the processing required to maintain voice connections to the WSM significantly extends the business smartphone battery usage time between charges.

- Highly efficient push-to-talk services: The ability to minimize the traffic load typically associated with walkie-talkie style voice communications protects the performance and throughput of the WLAN.

- Full access to PBX features: Provides the means to overcome PBX interface limitations, enabling enterprises to fully leverage and mobilize PBX functionality.

- Robust security and management policies: IT can easily and remotely secure and manage voice and data services from a single point of control.

Motorola delivers a toll-quality mobile voice experience by combining highly efficient speech codec processing and advanced algorithms that address jitter, latency and packet delay with the ability to prioritize voice packets on the WLAN.

Support for the latest encryption and authentication standards provide secure wireless voice and data communications. To further strengthen security, the TEAM VoWLAN solution includes an additional layer of security for voice traffic by encrypting voice packets as they travel over the air and secures data traveling over the WLAN, providing support for today's best-in-class wireless LAN standards.

Future proofing: flexible, extensible and scalable

The TEAM solution architecture is designed to meet your needs today as well as in the future — regardless of whether you need new functionality or expanded capacity. This flexible standards-based foundation allows enterprises to enhance capabilities as needed, easily integrating with the technology infrastructure of today as well as tomorrow.

The comprehensive TEAM solution portfolio enables enterprises to meet the needs of various types of workers. The same TEAM infrastructure that enables integrated voice and data communications for workers inside the four walls also supports future capabilities, including the TEAM Dual Mode (VoWLAN and cellular) solution for workers who move in and out of the

Enterprise-class security
Supports all of today's best-in-class WLAN standards; also provides an additional layer of security for voice traffic by encrypting voice packets

Superior scalability
Easily add devices and calling capacity as needed — for up to 4,500 users per WSM

Straight-forward expansion path
Built-in support for TEAM Dual-Mode and TEAM Common Voice Client solutions enable enterprises to easily expand capabilities

Windows Mobile 6.1 OS
Standards-based, open, and extensible to enable robust multi-vendor business applications on-demand, right on your business smartphone

TEAM Radio Link Solution (RLS)

The TEAM Radio Link Solution (RLS) enables enterprises with existing two-way radio systems to extend their communications capabilities with the addition of the TEAM VoWLAN solution, while continuing to leverage their existing system. The RLS enables basic PTT talk-group communications between two-way radio systems and the TEAM solution devices.

office, and the TEAM Common Voice Client solution, which allows the extension of the TEAM solution to additional voice capable devices. Add the ability to easily add devices and calling capacity, and you have a solution that allows enterprises to easily scale as needed to support new capabilities as well as a growing workforce.

Get the most out of your workforce — and your existing technology investments

With the TEAM VoWLAN solution, workers moving throughout the office or campus environment have the functionality needed to instantly respond to requests from customers, co-workers and managers — right in the palm of their hands. As a result, productivity increases, collaboration is improved and task management is more efficient, allowing you to achieve maximum utilization of one of your most valuable assets — your workforce.

The TEAM solution unifies the capabilities of multiple point solutions into a single mobility architecture — there are fewer devices to purchase and manage, effectively reducing capital and operational expenses. Centralized administration and management of the complete solution further reduces operational costs. And the ability to utilize your existing PBX and WLAN improves the return on investment (ROI) and total cost of ownership (TCO) for current technology investments.

World-class services to complete the TEAM solution

Motorola Enterprise Mobility Services offers the pre- and post-sales support needed to get and keep your TEAM solution up and running at peak performance. Motorola's Advanced Services experts reduce implementation time and help to minimize potential integration issues, while seamless integration with Motorola's Customer Services team helps ensure that all elements of the solution work at peak performance levels. Backed by proven processes and the technology and industry expertise, you can count on Motorola Enterprise Mobility Services to deliver true end-to-end support for your TEAM solution.

To learn more about the TEAM solution portfolio, please visit us on the web at www.motorola.com/TEAM, contact your local Motorola TEAM authorized partner or access our global directory at www.motorola.com/enterprisemobility/contactus

About Motorola

Motorola's enterprise mobility solutions are at work around the world in a wide variety of industries, helping large enterprises to small and medium-sized businesses streamline operations for competitive business advantage. When you choose Motorola, you choose the strength of an industry leader — and the power of tested and proven end-to-end solutions. Regardless of whether you need mobility inside or outside the enterprise walls, there is a Motorola device that is right for the job — from bar code scanners, smartphones and other rugged or PDA-style handheld integrated voice and data devices to handheld RFID readers, vehicle-mount workstations and notebook computers. Our wireless LAN and wireless broadband solutions offer the reliability, security, manageability and superior uptime that your mission-critical applications demand. Our RFID solutions include high-performance fixed, mobile and handheld readers as well as a large partner channel that can deliver RFID tags to suit virtually any application. Our world-class business partners provide best-in-class applications that integrate easily with your existing environment to minimize deployment costs and disruption of day-to-day business procedures. Our planning services can help ensure your mobile solution is designed from the ground up for maximum success, factoring in ease-of-use and user adoption rates as well as wireless connectivity requirements. Our post-deployment services minimize downtime, helping to keep your mobility solution running at peak performance every day of the year. And our management solutions bring a new level of simplicity to the management of mobility solutions, enabling you to easily stage, update, monitor and troubleshoot your mobile devices from a single centralized location.

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