

SOFTWARE MANAGED SERVICES

KEEP YOUR SYSTEM CURRENT AND YOUR TEAM CONNECTED

Your radio system represents a major investment. It's the lifeblood of teams in the field. One way to keep your system up to date and working at peak performance is with software updates managed by L3Harris.



Software Managed Services (SMS) provides periodic updates so you can take advantage of new features and functions—even leverage new technology platforms.

Occasionally, SMS updates require modification, upgrade or replacement of hardware or operating systems to make use of the SMS update. To enable new features, additional licenses may need to be purchased from L3Harris; however, SMS also provides some new features at no charge.

SMS provides you with a cost-effective alternative to premature system replacement—it's easy to build into your annual budget. *Maximize efficiency while making costs more predictable.*



KEY BENEFITS

- > Regular updates keep your system current so you can take full advantage of today's technology
- > With a fixed monthly or annual fee, you can maintain your communications system without costly surprises
- > Software updates also provide access to new features, functions and options

SOFTWARE MANAGED SERVICES: TODAY'S WAY TO STAY CURRENT

- > Periodic software releases for system and programming components
- > Software release notes and features summary with each release
- > System configuration audit upon enrollment
- > Configuration audit kept current with software releases provided by L3Harris
- > Current release provided upon enrollment
- > Software installation support from the Technical Assistance Center
- > Support Service account on the Tech-Link web page
- > Software replacement services if media are corrupt or damaged
- > Enhancement for existing features
- > Updates to earlier generations of software enable you to access new licensed features

SOFTWARE RELEASE NOTES

Each software update includes Software Release Notes. These technical documents detail the following:

- > Enhancements or new features included within the software release
- > Installation instructions
- > Software and hardware compatibility and information, where applicable

TELEPHONE SUPPORT

The Technical Assistance Center (TAC) in Lynchburg, Virginia provides telephone support for installation from 8 a.m. to 5 p.m. (ET), Monday through Friday, excluding Holidays.

U.S. and Canada: 1-800-528-7711 | Worldwide: +1-434-385-2400

SUBSCRIPTION OPTIONS

SMS subscriptions can be purchased on either an annual or multi-year basis as part of a L3Harris Managed Services plan.

YEARLY SUBSCRIPTION

The single-year commitment is paid annually. The plan allows the first-time buyer to discover the investment value of SMS without making a long-term commitment.

MULTI-YEAR SINGLE INSTALLMENT

This plan offers a significant discount for a one-time payment covering several years of SMS.

MULTI-YEAR ANNUAL PAYMENT

Get a fixed annual fee for a multi-year commitment which improves long-term planning with a predictable cost over the term of the contract.



Technical specifications are subject to change without notice.
Product sales are subject to applicable U.S. export control laws.

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