



ORCHESTRATE: FREQUENTLY ASKED QUESTIONS

GET ANSWERS TO THE MOST FREQUENTLY ASKED QUESTIONS ABOUT ORCHESTRATE BUSINESS WORKFLOW AUTOMATION

1 | GETTING STARTED

WHAT IS ORCHESTRATE AUTOMATION WORKFLOW?

It's a simple, user-friendly and secure cloud-based interface solution that gives administrators the ability to configure and automate workflows that control their integrated security technology ecosystem.

WHAT DOES ORCHESTRATE HAVE TO OFFER?







This is an affordable, secure cloud-based solution that is ideal for defining security workflows. It combines process and case management capabilities into one workflow solution. The number and complexity of workflows can scale to meet the needs of your operations.

HOW MANY WORKFLOWS CAN I BUILD TO AUTOMATE BUSINESS PROCESSES?

Orchestrate provides workflow creation and connections to entire Safety Reimagined compatible products installed on-premise at customer locations. Note: The solution interface launching in 1Q'21 will support approximately 100 different trigger/action workflows and approximately 500 triggers and actions.

WHAT MOTOROLA SOLUTIONS PRODUCTS ARE CURRENTLY SUPPORTED WITH ORCHESTRATE?

Orchestrate currently supports integration with AVIGILON Video Security, AVIGILON Access Control, MOTOTRBO and the Ally product line.

 INFRASTRUCTURE MOTOTRBO	 DEVICES MOTOTRBO	 VIDEO SECURITY AVIGILON
 ACCESS CONTROL AVIGILON	 INCIDENT RESPONSE SOFTWARE ALLY	 WORKFLOW MANAGEMENT ORCHESTRATE

Please contact us for specific requirements.

WHO CAN SELL ORCHESTRATE?

As part of the Safety Reimagined Partner Program, only Safety Reimagined Partners (i.e., those who have reseller agreements for both PCR and Avigilon) are able to sell Orchestrate.



WHO IS CONSIDERED A "USER" IN ORCHESTRATE?

A "user" is anyone with access to the Orchestra workflow automation tool on cloud service — authorized users. This includes administrators and workflow administrators who have access to the service. Users in your account are tracked on the Admin tab of the portal. Administrators can create rule-based, automated workflows between their technology sleeves to enhance efficiency as well as improve response times, effectiveness and overall safety.

Orchestra was developed to be intuitive and consumer-friendly with a simple drag-and-drop user interface. This allows a user to simply set up workflows to address their situation and policies. A user is someone who understands the Safety Reimagined

environment workflows, the policies and governance of the workflows, and understands the operations of the workflows. Orchestra's ease of use allows security operators to build and maintain workflows themselves, without requiring IT department support.

HOW IS ORCHESTRATE DIFFERENT FROM COMPETITIVE PRODUCTS?

Orchestra delivers the power of true integration through the Safety Reimagined ecosystem. Unlike competitors' products, Orchestra's powerful platform integrates Motorola Solutions' MOTOTRBO radio system, the power of Avigilon cameras, access control and analytics, and our Ally incident and records management software suite.

2 | OTHER COMMON QUESTIONS

WHERE DO I STORE MY BUSINESS DATA?

Orchestra operates on a secure-cloud connection and is considered a system of interaction/transactions and not a system of records, so this solution is not generally used for the storage of business data.

IS ORCHESTRATE BUSINESS WORKFLOW AUTOMATION ON CLOUD SECURE?

Yes, the cloud is designed to ensure your data is fully protected. Working around-the-clock, organizations monitor the threat landscape and provide real-time system patches. Highly redundant, geographically-isolated data centers and network infrastructure provide the availability and resiliency vital to your operations.

WHERE CAN I FIND MORE INFORMATION ABOUT SAFETY REIMAGINED AND ORCHESTRATE SOLUTIONS?

Orchestra is now part of the Safety Reimagined ecosystem. Please feel free to access more information by visiting motorolasolutions.com/safetyreimagined

WILL ORCHESTRATE BE AVAILABLE INTERNATIONALLY?

Currently, Orchestra is launched in the North American market however internal teams are actively working to assess the availability of Orchestra for international markets. If Orchestra is desired in an international market please contact your Motorola Solutions' representative for further information.

COMPARISON TABLE: RADIO ALERT VS. ORCHESTRATE

FEATURES	RADIO ALERT	ORCHESTRATE
System Installation	On-Premise	Cloud-based
Services Access	No	Anytime, Anywhere
Workflow Automation	Single Workflow	Multiple workflows with simple drag-and-drop creation
Alert To Radio	Single Talkgroup or Single Individual Only	Multiple Individual and Talkgroups Simultaneously
Voice Communication	Yes	If radios are enabled with text-to-voice
Avigilon Video Security & Analytics Alerts Integration	Yes	Yes
Avigilon Access Control Alerts Integration	Yes	Yes
Incident Management Software Integration (Ally)	No (via ACC, not RA)	Yes
Automatic Software Updates	No	Yes
Technical Support	7am - 7pm CT	7am - 7pm CT



3 | OFFER

WHAT IS THE ORCHESTRATE OFFER?

The Orchestrate product offer will enable Safety Reimagined Partners to sell additional MSI products into the same account (land and expand) by enabling product connectivity and allowing the customer to easily create and deploy automated security workflows.

WHAT DOES AN ORCHESTRATE ORDER INCLUDE?

Orchestrate is included for any Safety Reimagined partner that will connect Avigilon, MOTOTRBO or Ally products to enhance the customer experience around safety and security.

WHERE CAN I FIND MORE DETAILS ON HOW TO ORDER ORCHESTRATE?

For Motorola Sales, Orchestrate can be ordered via CPQ. Reference the Orchestrate Product Catalog page for more details. Search for

Orchestrate and/or the following part number:

SSV00S02493A ORCHESTRATE.

For partners, see Partner Related Questions section below for required qualifications and how to request an Orchestrate order.

WHAT SHOULD I EXPECT AFTER MY 1 YEAR ORCHESTRATE ORDER HAS CONCLUDED? WILL I NEED TO RENEW MY ORCHESTRATE INSTANCE?

No action is needed for you to keep and continue to use Orchestrate past the 1st year. We will notify you on your next steps to ensure you maintain your Orchestrate instance. Unless you contact the Motorola Solutions Support Desk, we will roll your Orchestrate order over into the new year. As we evolve Orchestrate, we look to streamline our ordering services to reduce any downtime of leveraging the technology.

4 | PARTNER-RELATED QUESTIONS

DOES MY PARTNER HAVE ACCESS TO ORCHESTRATE?

Yes, your partner has access to Orchestrate, if they are eligible as Safety Reimagined Partner (i.e., reseller of both MOTOTRBO and Avigilon) only. For your partner to become a Safety Reimagined partner see the **onboarding guide** (must be logged in to Partner Central to view guide) for more information. Additionally, Safety Reimagined Partners must have an active program relationship as a Software and Solutions Reseller and/or Agent with a sub-segment of Orchestrate.

The owner/executive or admin within the partner organization has the capability to request a relationship change by following these steps:

1. Navigate to Relationship Change.
 - a. On Partner Hub, click on the Admin Tools of the main navigation. Select the Relationship Change Request. Scroll down and select Relationship Change.
2. Select Software and Solutions as the technology segment and the desired community type (Reseller or Agent).
3. Select Orchestrate as the technology sub-segment.
4. Answer remaining questions and click Submit.
5. The request will be sent to the Partner Support team who will verify the request and ask the partner to accept the terms associated with this relationship.

WHAT IS THE DIFFERENCE BETWEEN AN ORCHESTRATE AGENT AND AN ORCHESTRATE RESELLER?

Safety Reimagined Partners who have an active Orchestrate Agent program relationship (via relationship change in their Partner Central Dashboard) can facilitate an Orchestrate subscription agreement from Motorola Solutions directly to their end customer. Safety Reimagined Partners who have an active Orchestrate Reseller program relationship (via relationship change in their Partner Central Dashboard) can facilitate the ordering of the Orchestrate subscription from Motorola Solutions and implement it to their end customer.

WHAT TRAINING IS AVAILABLE FOR MY PARTNER TO LEARN MORE ABOUT ORCHESTRATE?

Orchestrate training will be on the **Safety Reimagined Learning Path** for both sales and technician partners.

WILL ORCHESTRATE BE AVAILABLE FOR MY PARTNER TO DEMO?

Yes, Orchestrate will be added to the Radio Alert Demo Kit, along with additional use cases. This demo kit enhancement will be made available to partners by mid to late March and will be made available to partners who have already purchased Radio Alert Demo Kits.

HOW DOES MY PARTNER ORDER ORCHESTRATE?

Qualified Safety Reimagined Partners with an active Orchestrate program relationship (See "Does my partner have access to Orchestrate?") can order Orchestrate as follows:

1. Partner must contact a Motorola Solutions CSE to register each customer opportunity and obtain Motorola Solutions Channel Sales VP approval to order Orchestrate for the given opportunity.
2. Partner must complete the **Orchestrate Request Form** and work with COEE to request Orchestrate.
3. Partner must flow down applicable end customer Motorola Solutions legal T's and C's and SOWs when delivering the order request. The documents will vary depending on the transaction type (i.e., an agent or a reseller transaction.)

4. Partner must contact COEE and send a signed order request to finalize the transaction.
5. Once the order is finalized, the Motorola Solutions deployment and onboarding team will be notified and will contact the partner to ensure deployment within a customer environment (according to the SOW). Partner should expect to be contacted within 5 business days of receipt of finalized order request.

See **Orchestrate Dealer Price Page** posted on Partner Central for additional details on how to request an Orchestrate order.

WHERE CAN MY PARTNER FIND CONTENT RELATED TO ORCHESTRATE?

All content related to Orchestrate can be found on the **Safety Reimagined Virtual Landing Page**, **Orchestrate Product Page** and partner-only content on the **Safety Reimagined Partner Central page** (must be logged in to Partner Central to view page).

CAN MY PARTNER SELL BOTH ORCHESTRATE AND RADIO ALERT?

Yes, see the earlier chart for specifics on when to sell Radio Alert vs. Orchestrate. Note that these solutions are mutually exclusive - an Orchestrate customer does not need Radio Alert and vice-versa.

WHO IS THE TARGET AUDIENCE FOR MY PARTNER TO SELL ORCHESTRATE?

The target audience for your partner to sell Orchestrate to is end-users with any two or more of the technologies supported by Orchestrate. At launch, these include Avigilon video, Avigilon access control, MOTOTRBO and Ally.

