



Reduce costs and improve efficiency in government applications with imaging



The MC75 Worldwide Enterprise Digital Assistant offers comprehensive wireless support (3G, 802.11a/b/g and Bluetooth), rich voice services including push-to-talk, integrated GPS, bar code scanning, and a number of features that combine to make imaging in government applications a reality instead of a distant promise — including a high resolution 2 megapixel autofocus flash-enabled color camera.

Imaging: an underutilized source of data

To date, government workers outside the four walls have relied heavily on bar code scanning to achieve new levels of automation and data capture accuracy in the field. While another form of data capture has emerged — the digital camera — use of images in government field-based applications has remained nearly non-existent, primarily due to technology limitations. Today's standalone digital cameras are easy to use, allowing the capture of rich detailed images with point-and-shoot simplicity. However, the cameras that are integrated into today's mobile computers have typically lagged behind standalone cameras in features and image quality

Inflexible, fixed-focused and low resolution devices rendered it virtually impossible to capture pictures or documents that contained the details necessary to serve as business-class data. In addition, cellular network speeds did not offer the bandwidth required to quickly transmit a large image file, such as a color photograph, resulting in transmission delays as well as higher monthly cellular fees. And previous technology limits on mobile computers typically forced enterprises to choose between a mobile device that offered either a bar code scanner or a digital camera. Given the pervasive use of bar codes throughout the supply chain and enterprise, priority was usually given to bar code scanning. As a result, the digital camera remained an often untapped form of data capture in government field applications.

The MC75: next-generation imaging functionality for government applications

The MC75 World Enterprise Digital Assistant (EDA) offers a number of features that combine to make imaging in government applications a reality instead of a distant promise. Designed to deliver all the features and flexibility required to maximize workforce productivity in a rugged device with a minimum footprint, this EDA sets the bar in image quality for rugged business-class handheld mobile computers by incorporating:

- **A two megapixel autofocus and flash-enabled color camera.** The autofocus feature on this high-resolution, easy-to-use camera enables users to capture photos and documents with the clarity and detail required to document and offer traceability on everything from condition to a signature or other information on a document.

KEY BENEFITS

The rugged MC75 Worldwide EDA offers comprehensive voice and data functionality and a large ecosystem of accessories, providing support for a wide range of applications in the harsh environments. In addition, the integrated feature set enables government agencies to leverage a previously untapped data source — image capture. The high resolution 2 megapixel autofocus color camera, 3G wireless broadband connectivity, GPS, and a high-resolution display, enable the capture of high quality photographs and documents in the field, providing a host of benefits for a wide variety of government applications:

- Provides indisputable proof of condition, delivery, service, and location — all at the click of a button
- Increases productivity at the point-of-activity by eliminating the need to capture data manually
- Shortens invoicing and claims processing, improving case and incident reporting cycle times with improved accuracy
- Improves employee accountability by documenting exact time and location of service
- Provides GPS-enabled location information, giving supervisors better visibility into the field operations required to improve staff utilization

- **The ability to choose a camera AND a bar code scanner.** The MC75 allows you to choose a high-resolution 2 megapixel flash-enabled color camera in addition to either a 1D laser (for 1D bar code scanning) or 2D imager (for 1D and 2D bar code scanning)
- **Full VGA backlit display with touchscreen.** The easy-to-see display provides effortless viewing of high resolution images and video in virtually any lighting condition, enabling workers to quickly review and approve image quality prior to transmission.
- **3.5G wireless broadband.** Support for 3.5G HSDPA and 3G CDMA-EVDO (Rev A) cellular networks offers the bandwidth required to quickly and easily transmit large image files from the field in minimal time — as well as worldwide simultaneous voice and data service (requires HSDPA).
- **Integrated GPS.** Autonomous and assisted GPS via the SiRFstarIII GSC3f/LP chipset provides rapid and highly accurate positioning information — even in some of the most challenging environments, such as urban canyons. GPS data can augment proof-of-condition photos with proof-of-location information (known as geostamping).
- **Maximum voice functionality.** In addition to one-to-one calls, the MC75 offers worldwide push-to-talk (PTT) for an instant voice connection to one person or an entire geographically dispersed workgroup, the convenience of voice dialing over either the wireless WAN or wireless LAN as well as multiple voice modes — handset, speakerphone and headset, including Bluetooth® wireless headsets.
- **Rugged design built for all day use out in the field.** When it comes to field use, you need a device built to handle the environment as well as everyday drops and bumps. The MC75 offers Motorola's signature drop and tumble impact tests as well as IP54 sealing, which ensures reliable operation in spite of exposure to heat, cold, dust, rain, snow and spills.
- **The computing power to run virtually any business application.** The powerful XScale PXA270 624 MHz processor combines with a robust memory and storage architecture to provide desktop-like multimedia performance, yet lower power requirements.

Other features that increase the value of the MC75 include:

- **Comprehensive wireless LAN support.** Support for 802.11a/b/g allows users to connect to virtually any wireless LAN for cost-effective voice and data communications inside the four walls and in public hotspots.
- **Bluetooth support.** Support for Bluetooth v2.0 provides a convenient and flexible wireless connection to a wide array of business equipment — including headsets for voice communications and mobile printers.

Reduce costs — and maximize efficiency and data accuracy — across government applications

Every day, government workers face a mounting set of challenges to protect lives and property, safeguard public health and safety, maintain critical infrastructure, and serve their constituents — all while contending with rising operational costs that can outpace annual budgets. To confront these challenges, government officials, administrators, IT staff, purchasing agents, warehouse supervisors, and other support personnel are looking for tools and technologies that improve response times, enhance situational awareness, and increase operational efficiency and accountability.

Motorola's MC75 is the answer — providing instant information access, eliminating paperwork, boosting efficiency, and extending organizational knowledge into the field. This all-in-one device provides a true next generation platform for the Government mobility applications of today and tomorrow. Moving beyond basic data transfer and bar code scanning, the MC75 opens up a whole new world of data capture possibilities in many government applications, providing the feature set needed for more sophisticated and robust movement of information between workers in the field and your business systems — as well as your investment in mobile technology.

Asset management: improve efficiency and service levels

Government agencies own and are responsible for many different types of assets — from office equipment, computers, cell phones, and fleets of vehicles to street signs, roadways and railways, as well as equipment in wastewater and other plants and facilities. Keeping track of these assets is critical

to ensure timely inspections and maintenance are scheduled — and to meet accounting requirements, including compliance with Government Accounting Standards Board (GASB) Statement 34 (otherwise known as GASB 34).

The MC75's high-resolution color camera and integrated GPS functionality enable field workers to enhance asset information. Workers can quickly and easily capture proof of asset condition and location — along with latitude, longitude, and date and time the photo was taken — all in just seconds. Wireless broadband 3G network connectivity enables instant transmission of the photographic documentation directly to back-end business systems, providing real-time access to the most current asset data. This error-free data enables government agencies to cost-efficiently track assets without impacting productivity as well as comply with federal accounting mandates.

In addition to tracking assets, the asset maintenance function is also improved. Real-time work orders can be sent directly to the MC75 for regularly scheduled maintenance as well as emergency repairs, ensuring prompt service and protecting asset lifecycle. Workers no longer need to spend hours each day gathering paperwork in the morning and entering the data on the paperwork at the end of the day, improving productivity — now the same maintenance staff spends more time on task, able to handle more work orders per day.

eCitation: increase revenues by reducing errors, costs and payment delays

For public safety officers and city inspectors, the task of managing paperwork on the spot can be challenging. The need to complete detailed, handwritten forms in the field can result in information that is inaccurate or illegible. Back in the office, the handwritten citations must be entered into as many as three different reporting systems — e.g. the police records system, the court case management system and the state's citation tracking system — greatly increasing the opportunity for errors.

The MC75 provides the real-time connection in the field to enable eCitation, an application that automates the citation process. Instead of pen and paper, Police or Security Officers navigate through simple drop down menus and check boxes, and swipe or scan a driver's license to autopopulate many of the fields on an electronic citation form. The MC75 also enables a new form of data capture to augment eCitation applications — imaging.



With imaging, public safety officers can capture a geostamped photo at the press of a button — for example, providing undeniable photographic proof of vehicle location and condition in motor vehicle accidents. With the implementation of imaging, the number of disputed citations for more common occurrences, such as parking violations, significantly decreases, helping cities all over the world increase revenues and reduce court costs. And building, bridge, food safety and other city inspectors can snap a photo as proof positive of violation of a city ordinance. While workers may capture images today via a standalone digital camera, the integrated camera in the MC75 enables the automatic incorporation of the image directly into the citation record. The need for workers to manage a separate device is eliminated, improving productivity — workers no longer need to download images, determine how and where to store the images and how to relate those images to the computer record. In addition, the need to purchase multiple devices for each worker is eliminated, reducing capital and operational costs.

First responders: more efficient and secure incident site management

In emergency situations, time is of the essence. The MC75 can give first responders access to the information needed to create the right action plan, as well as enable highly efficient tracking of all assets at the incident site.

With an MC75 in hand, first responders have the processing power and bandwidth required to view live video feeds from the disaster area, enabling the creation of the best support plan en route — so they are ready to act the moment they arrive on scene. While on site at an incident scene, first responders are responsible for tracking and managing the many assets on site — including vehicles and rescue gear as well as evacuees and survivors and more. With the MC75, this task is literally a snap, thanks to the integrated camera and GPS — a split-second press of a button not only snaps a photo of the asset, but also records its exact location. First responders enjoy the simplicity of a single device that allows the rapid, easy and error-proof capture of all the right information required to help reunite families

faster and rapidly locate any needed assets for other incidents. By eliminating slow and cumbersome paper-based processes to manually track the many assets at a scene, first responders have more time to tend to more crucial incident-related tasks, improving community service levels and staff utilization.

The MC75 also helps improve incident security to help keep responders, victims, and bystanders safe. In conjunction with a mobile printer that can be worn on a belt, the MC75 allows command managers to easily snap and print a photo of all authorized personnel on scene to enable on-the-spot creation of incident-specific badges — complete with a photo and a unique bar code. The information rich badges help prevent unauthorized access and protect the privacy of the constituents involved in the incident. A quick scan of the bar code on the badges provides an accurate accounting of the whereabouts of first responder staff. Command managers can easily track arrival and departure times for all first responder personnel, providing the real-time visibility needed to help better manage as well as improve the security and safety of first responder staff.





Inspections and repairs: improve worker efficiency and documentation accuracy

Every day, workers in government agencies around the world take to the road to perform the many routine tasks that help keep citizens safe. Inspectors ensure that building, health, environmental, and safety codes are met. Service personnel perform needed maintenance on public fixtures such as bridges, roads, tunnels and watersheds as well as public transportation — such as railways and buses. Both of these functions require access to as well as the capture of a significant amount of information, which easily translates into a substantial amount of paperwork.

The MC75 enables the real-time automated collection of this wealth of information. Bulky clipboards and forms plus the need to enter data twice — once by hand on a form with a pen, and then into a computer via keyboard back at the office — are replaced with easy-to-navigate menu driven electronic forms that offer simple drop down and check boxes. In addition, the MC75's high resolution color camera and GPS functionality enable a new form of data capture in this critical government application — a geostamped photograph that is automatically added to the asset inspection or service record. The ability to easily integrate

photographic evidence into an electronic record helps maintenance operations better assess the scope of the specific repair required for a given asset (such as a street or sidewalk), who is most suited to perform the repair, and what tools and materials are required. The photo helps ensure proper prioritization of service work orders — the visual documentation helps dispatchers and managers to instantly identify those damaged assets that present the most danger to the community and initiate a response. As a result, the right person is dispatched the first time with everything necessary to complete the required service — no return visit is necessary, reducing costs. Staff utilization is improved, and the same maintenance staff can now execute more service orders.

Once service is complete, maintenance personnel can take a geostamped picture of the asset that documents the time and date of the repair — and that the right asset was repaired. For example, streetlights all look alike — but a geostamped photo can provide proof that the correct streetlight was repaired at the right time. And finally, supervisors can better manage inspection and maintenance staff — the time stamp and the photographs provide proof that timely inspections and repair were executed, helping to improve the safety of the people in the community.

Health and Human Services: simplify and improve case management

Every day, social workers, therapists, nurses, and other care providers are out in the field performing a variety of human-service tasks, from evaluating benefit claims to ensuring that vulnerable individuals are safe and receiving proper care. In every circumstance, the field worker must provide detailed documentation of living conditions, health and welfare, or economic circumstance. Traditionally this has required the completion of numerous forms for each visit while on site, which must then be manually entered into the computer upon return to the office. Data collected in a single visit can often take days to become available in the system. This delay can impact service levels, frequently resulting in the slow delivery of services and placing individuals who need them most at risk. The inefficiencies associated with manual paperwork and double data entry reduce the number of cases a worker can visit in any given day, negatively impacting the productivity of this often overloaded staff — and leading to increased operational costs.

The MC75 clears the logjam of human services paperwork by automating the collection of information in the field, and automatically transmitting the data in real time to the right business system. The integrated high resolution color camera and GPS capability enable case workers to augment written documentation with photographic evidence complete with proof of location. For example, a worker completing a form to report unsafe living conditions in a home can also include a photograph of the home environment with the record. With image capture, the available information set is enriched, helping to cost-effectively provide the proof required to expedite the delivery of services in emergency cases, as well as providing concrete proof of the date and time that services were rendered in a timely manner.

Maximize the value of imaging in government applications with the MC75

The MC75 offers a unique blend of data capture and communications capabilities, including a powerful processor, a high-resolution color camera, VGA display, 3G connectivity, GPS and integrated bar code scanner. This robust feature set provides the support required to collect, transmit and access a wealth of information in real time — including

photos. In a wide variety of government applications, costs and errors are reduced, productivity is increased, and constituent service and safety levels are improved.

With best-of-breed technology all in a single device, the MC75 allows governments all over the world to get more done without adding staff, and to obtain a richer set of information for better decision-making to better serve their citizens. The rugged enterprise-class device provides an outstanding total cost of ownership, offering the sleek ergonomic form factor of a consumer PDA, with the superior lifecycle of a device designed for all day everyday field use. The ability to provide your workers with one device instead of a PDA, bar code scanner, camera and cell phone dramatically reduces the number of devices you need to purchase and manage, reducing capital and operational expenses. Motorola's Mobility Services Platform (MSP) delivers superior manageability, allowing your IT staff to remotely stage, provision, update and troubleshoot MC75 devices from a single central location — regardless of where they may be. Since all Motorola mobile computers are built on the same powerful standards-based technology platform, the applications that are deployed on other Motorola mobile devices and elsewhere in your organizations can be quickly, easily and cost-effectively ported to the MC75, protecting your existing application investments. And Service from the Start with Comprehensive Coverage provides end-to-end support from the day you purchase your MC75 devices. This unique service will help keep your MC75 up and running at peak performance by providing coverage for normal wear and tear as well as internal and external components damaged through accidental breakage at no additional charge — significantly reducing your unforeseen repair expenses.

Maximize the efficiency in your government applications today — with Motorola's MC75.

For more information

For more information on how the advanced data capture options of Motorola's MC75 can provide real value in your government field service applications, please visit us on the Web at www.motorola.com/mc75 or access our global directory at www.motorola.com/secondnature or contact your local Motorola authorized partner.



About Motorola Enterprise Mobility Solutions

When you choose Motorola for your government mobility solutions, you get the peace of mind that comes with choosing an industry leader as your technology partner. Motorola offers the proven expertise and technology you need to achieve maximum value and a fast return on investment — as well as first hand experience in virtually every size business in nearly every major industry. Every day, governments all over the world count on Motorola enterprise mobility solutions to maximize employee effectiveness, improve customer service, and increase supply chain efficiency.

Our broad technology portfolio and world-class partnerships enable us to offer true end-to-end solutions that offer the simplicity of a single accountable source — regardless of the number of vendors involved. Our comprehensive product offering includes: rugged and enterprise class mobile computers with extensive advanced data capture and wireless communications options; business-class smartphones; rugged two-way radios for always on voice communications; private wide area and local area wireless network infrastructure to deliver wireless connectivity to workers inside and outside the four walls — and to network multiple business locations; a complete line of RFID infrastructure, including fixed, mobile, and handheld RFID readers, as well as channel partners who can provide any type of tag suitable for any type of environment; a partner channel delivering best-in class applications; Motorola's Mobility Suite, which enables central and remote management of every aspect of your mobility solution; and a complete range of pre-and post-deployment services to help get and keep your mobile automation system solution running at peak performance every day of the year.



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