



# 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.

### 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.

 <b>INFRASTRUCTURE</b> MOTOTRBO	 <b>DEVICES</b> MOTOTRBO	 <b>VIDEO SECURITY</b> AVIGILON
 <b>ACCESS CONTROL</b> AVIGILON	 <b>CONTROL ROOM SOFTWARE</b> ALLY *	 <b>WORKFLOW MANAGEMENT</b> ORCHESTRATE

\* available in selected countries only

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](https://motorolasolutions.com/safetyreimagined)

### WHERE IS ORCHESTRATE AVAILABLE IN ASIA PACIFIC?

Currently, Orchestra is launched in Australia and New Zealand. However our teams are actively working to assess the availability of Orchestra for other markets in Asia Pacific. If Orchestra is desired in your country, please contact your Motorola Solutions' representative for further information.



## COMPARISON TABLE: RADIO ALERT VS. ORCHESTRATE

FEATURES	RADIO ALERT	ORCHESTRATE
<b>System Installation</b>	On-Premise	Cloud-based
<b>Services Access</b>	No	Anytime, Anywhere
<b>Workflow Automation</b>	Single Workflow	Multiple workflows with simple drag-and-drop creation
<b>Alert To Radio</b>	Single Talkgroup or Single Individual Only	Multiple Individual and Talkgroups Simultaneously
<b>Voice Communication</b>	Yes	If radios are enabled with text-to-voice
<b>Avigilon Video Security &amp; Analytics Alerts Integration</b>	Yes	Yes
<b>Avigilon Access Control Alerts Integration</b>	Yes	Yes
<b>Incident Management Software Integration (Ally)</b>	No (via ACC, not RA)	Yes
<b>Automatic Software Updates</b>	No	Yes
<b>Technical Support</b>	9am - 6pm GMT+8 in Asia and 9am - 6pm AEDT in ANZ	9am - 6pm GMT+8 in Asia and 9am - 6pm AEDT in ANZ



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