

# PARTNER HUB



## FREQUENTLY ASKED QUESTIONS

### OVERVIEW

**Q: What is Partner Hub?**

**A:** Partner Hub is a new account management platform that will serve as the central place for managing the transactional aspects of your Motorola Solutions relationship.

**Q: When will Partner Hub be available?**

**A:** We are rolling out this new platform in three waves starting in February 2021.

**Q: Why is Motorola Solutions introducing Partner Hub?**

**A:** Partner Hub, built on the latest Salesforce Communities platform, helps to improve the way you manage the business transactions you conduct every day with us. Our investments in Partner Hub allow us to retire legacy systems, consolidate disparate account management systems into one modern platform, and introduce dynamic new capabilities to grow your business and simplify the ways we collaborate.

**Q: What are the benefits of using Partner Hub?**

**A:** Partner Hub integrates many of the tasks you now perform in the Partner Dashboard, Motorola Online (MOL) and other systems into one, intuitive, easy-to-use platform that brings new efficiencies to every part of your relationship. We've designed Partner Hub to:

- **Offer improved tools** for managing billing and invoices, sales opportunities, cases, warranty/repairs and more
- **Make it easy to compare, configure and order products** through an intelligent, guided process
- **Help you expand each sale** by identifying related accessories, services and associated products
- **Deliver a personalized experience** along with real-time snapshots of business data that's relevant to you based on your role within the company
- **Make it easier for you to do business with us** by enabling you to manage your account and transact business with a single tool

**Q: What account management functions will I now have on Partner Hub and what new capabilities are being added?**

**A:** Many of the tasks that you perform in Partner Dashboard, MOL and other systems will be available in the Partner Hub. These account management functions include: quoting and ordering, billing and invoicing, service activities such as warranty claims and software downloads, case management, lead management, opportunity / deal registration management and PartnerEmpower account management activities. In addition, we will be adding several new capabilities to many of the tools. More details will be available at launch.

## PARTNER HUB AND PARTNER CENTRAL

**Q: With the introduction of Partner Hub, will I no longer be using Partner Central?**

**A:** Partner Hub joins Partner Central as a key online tool for members of the PartnerEmpower Program. Partner Central will continue to serve as the information hub for partners, featuring details on the program, program benefits, promotions, product sales and marketing resources, including Partner Tools and more.

**Q: Are the Empowering Tools that I use via Partner Central changing?**

**A:** Yes. The Partner Dashboard will be removed and a new Partner Hub Empowering Tool will be available. In addition, several of the Empowering Tools will automatically direct you to the Partner Hub. You can continue to access Empowering Tools on the Partner Central home page.

**Q: Is my user name and password changing for Partner Central?**

**A:** No. You can login to Partner Central with your Motorola Solutions User ID and Password. After launch, you will be directed to Partner Hub upon login and can access Partner Central on the Partner Hub home page.

**Q: Will I be able to use Partner Hub from my mobile device?**

**A:** Yes. Partner Hub is optimized for viewing on your mobile phone or other mobile device.

**Q: Will I be able to access Empowering Tools from Partner Hub?**

**A:** Yes. Within Partner Hub, you will be able to view the Empowering Tools for which you are authorized.

**Q: Will I be able to access Partner Hub from Partner Central and vice versa?**

**A:** Yes. You will be able to directly access Partner Hub from the sub-navigation section of the Partner Central home page (located under the hero banners). You can also click on Partner Hub in the My Empowering Tools section. In Partner Hub, you will be able to directly access the Partner Central home page and key pages within Partner Central.

## PARTNER HUB AND MOTOROLA ONLINE

**Q: Is Motorola Online (MOL) being retired for North America partners in 2021?**

**A:** Yes. We will be moving the account tools and resources that reside on MOL, including the tools for quoting and order management, case management, warranty / repair management, software downloads, account administration and more, to the new Partner Hub account management platform.

## TRAINING AND SUPPORT

**Q: Will there be training available for Partner Hub?**

**A:** Yes. We will be creating many ways for you to learn about this new tool, including training webinars, WalkMe training assistants in Partner Hub, and Partner Hub resources on the Partner Hub page on Partner Central.

**Q: How can I get support for Partner Hub?**

**A:** We will be expanding our support team with dedicated Partner Hub staff and extending our support hours. You will be able to contact the Partner Support team at 800-927-2744 or email [partners.na@motorolasolutions.com](mailto:partners.na@motorolasolutions.com) with any questions.