L3HARRIS®
FAST. FORWARD.

TWO47™ SERVICES

The service your work deserves.

SERVICE FOR WHEN EVERY SECOND COUNTS

Protecting communities and saving lives relies on having your critical communications system running at peak performance all day, every day. To keep your system steady and secure, you need the time, tools and know-how that define our Two47™ portfolio of services. From everyday system monitoring and software updates to full-scale installations and modernizations, you can count on our expert teams to guide you in managing the lifespan and performance of your critical communications.

OPEN
Transparent agreements with no surprises.

ADAPTABLE
Flexible service models to meet your specific needs.

UNSTOPPABLE
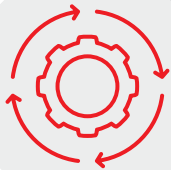Support that enables unflinching performance.

INSTALL

Making sure your system, devices and software get up and running as designed.

TRAINING

Providing the education your teams need to make the best use of every part of your critical communications technology.

LIFECYCLE

Helping you plan ahead or respond just-in-time to maximize performance and extend lifespan.

MONITORING

Giving you eyes on your system and alerts about issues or vulnerabilities 24 hours a day, 365 days a year.

CYBER

Ensuring you're ready to handle security events and incidents with confidence.

SUPPORT

Giving you quick and easy access to the people who know L3Harris technology inside and out.

INSTALL

Lean on our expert teams for seamless installation, setup and configuration of your system. Whether it's at the initial purchase of components or down the road with add-ons and upgrades, you always have the option to engage us to make sure everything works the way it should.

SYSTEM: We install every part of your critical communications system from the first piece of construction through to final documentation.

DEVICE: We program, set up and test devices beforehand so they can be seamlessly introduced into your fleet.

SOFTWARE: We install and configure your software and upgrades to ensure smooth transitions and minimal planned downtime.

TRAINING

Making the most of your technology means making sure that the people who use it have the right skills and know-how. We offer comprehensive training options to help your team learn new technology or increase their proficiency and confidence with it. And there's no one who knows L3Harris technology better than our world-class team of instructors.

OUR TRAINING FOCUS AREAS

Core | Administrative | Maintenance Radios | Consoles | Cybersecurity

INSTRUCTOR LED: We have a calendar of live training sessions or can schedule classes just for your teams. Sessions can be on-site at your locations, at our Technical Training Center in Lynchburg, Virginia or conducted virtually.

SELF-PACED: We offer annual subscriptions to web-based courses that can be completed at the learner's own pace and at any time during the year.

LIFECYCLE

For peak performance, critical communications can't be "set it and forget it." Maximizing your investment means ensuring it is well-maintained, optimized and kept up-to-date. With the right ongoing care, you can extend the lifespan of your system and devices, minimize downtime and maximize reliability. Our expert technicians and teams make sure it happens at every stage.

SOFTWARE MANAGEMENT: We provide ongoing updates and patches for software applications or operating systems, so you are always running on the latest technology.

UPGRADES

> SYSTEM: We help you plan in advance for how and when upgrades occur so that your system is still like-new, years after its initial install.

> DEVICES: We help you add new features to your fleet as you need them, expanding what your devices can do for you and your teams.

PREVENTIVE MAINTENANCE: We conduct regularly scheduled testing and alignment to check on the performance of your system or devices and surface potential issues before they cause disruption.

REPAIR: We make sure your devices and infrastructure are back up and running as quickly as possible when accidents happen and something breaks.

SYSTEM MANAGEMENT: We take the ongoing administration of your system off your list of tasks with support that includes custom reporting, controls and policy development.

FLEET MANAGEMENT: We ease your workload by assigning an L3Harris technician to handle ongoing management of your entire fleet of devices.

We know your Lifecycle Services needs will depend on what technology you have and the capabilities you already have in-house. Our services flex to match your needs and augment what your team can do.

MONITORING

We know peace of mind can only be achieved when you trust that your technology will work no matter what. That's why our monitoring services give you eyes on your system and alerts about vulnerabilities 24 hours a day, 365 days a year. Whenever an issue is detected, we make sure you're alerted immediately, helping minimize the risk and length of system downtime.

STANDARD: Proactive and continuous monitoring of mission-critical networks.

ENHANCED: Standard monitoring services expanded to cover customer-owned facilities, transport systems and backhaul solutions.

CYBERSECURITY: Proactive NIST compliant independent monitoring of network traffic on the system to detect and flag abnormal behavior and potential cyber threats.

TWO47 OPERATIONS CENTERS

Staffed 24 hours a day, 365 days a year with professionally trained technicians, our Network Operations Center (NOC) and Security Operations Center (SOC) are the backbone of our monitoring services. Dedicated teams have access to state-of-the-art technology to keep eyes on your mission-critical network all day every day.

And if we know a natural disaster is on its way, the NOC has specialized teams who gear up to make sure first responders have communication lines open — planning in advance to prevent any disruptions and rapidly responding when mother nature strikes.

CYBER

When lives and livelihoods are on the line, a security breach is the last thing you want to see get in the way. But if you haven't assessed your cyber health recently, you're putting your organization and community at risk.

Our comprehensive cybersecurity assessments detect areas of weakness in your network and give you proactive steps to mitigate your vulnerability to attack.

RISK ASSESSMENTS

Our cybersecurity experts and proprietary technology collect and analyze data captured over the course of several weeks.

We provide a full report of your network with recommendations to remediate identified vulnerabilities.

Our process adheres to the National Institute of Standards and Technology's best practice of regular assessments conducted by an independent third party.

SUPPORT

We do what it takes to deliver on your mission. Period. We're well versed in rallying the right experts and resources throughout our organization and beyond to ensure you get the round-the-clock support and technical assistance you need.

STANDARD: Guidance and troubleshooting services for products, operations, programming and maintenance during standard business hours.

PRIORITY: 24/7/365 troubleshooting and support for complex issues with devices and systems; provides a direct line of communication with product developers if necessary.

SELF SERVICE: Online access to technical documentation and information, including software release notes, product notifications and technical services memos.

FAST. FORWARD.

L3Harris Technologies is the Trusted Disruptor in the defense industry. With customers' mission-critical needs always in mind, our employees deliver end-to-end technology solutions connecting the space, air, land, sea and cyber domains in the interest of national security. Visit L3Harris.com for more information.

L3HARRIS®

1025 W. NASA Boulevard
Melbourne, FL 32919
L3Harris.com