



ZEBRA



## Zebra OneCare for Mobile Computers

### STRATEGIC SERVICES TO MAXIMIZE DEVICE UPTIME, WORKER PRODUCTIVITY AND RETURN ON INVESTMENT

Introducing Zebra OneCare, the new service that transforms traditional break-fix support to a strategic service that helps you meet your mobility goals and maximize the return on your investment in Zebra devices. Zebra OneCare increases device availability, keeping your Zebra mobile devices where they provide the most value – in the hands of mobile workers. With three service levels and plenty of add-on options, you can choose the level of service that meets your business needs and budget. **OneCare Essential** provides the basic services that every business needs. **OneCare Select** builds on Essential, offering expanded support hours, faster turnaround times and more. **OneCare Premier** is a fully customizable offering, allowing you to collaborate with Zebra and our business partners in designing a service package that's tailored to the specific needs of your business. And all service levels provide unparalleled from-the-manufacturer product expertise — no one knows our products better than we do. Zebra OneCare — re-setting the bar in the service industry.

#### STANDARD IN ESSENTIAL AND SELECT

##### Global support

With support for 16 languages and repair centers around the globe, we're ready to take care of your service needs, no matter where in the world your operations are located.

##### Online access to software updates

We are continuously developing and updating our mobile computer software to improve performance and add new features. All OneCare customers can download updates via Zebra's password-protected Support Portal.

##### Comprehensive Coverage

No matter what breaks, we fix it, no questions asked — from displays to housings.

##### Online RMA

Online RMA makes device return easier than ever. Customers can access the website to schedule a device return any time of the day or night.

##### Support Help Desk

Zebra's help desk of technical professionals is available from 8 am to 8 pm EST, Monday through Friday for Essential customers and 24/7 for Select customers. Fully trained help desk representatives with the skillset required to isolate, analyze and resolve issues will perform Level 1 Triage to determine the best course of action. Unresolved issues will be escalated to Level 2 staff, who will respond during normal business hours. Select customers can log cases night and day — ideal for hospitals, retailers and logistics companies whose doors never close — and whose workers continuously utilize their Zebra devices.

##### Device Diagnostic Service

Device Diagnostic Service enables the remote resolution of more device issues, minimizing the need to return devices to the repair depot. At the heart of this standard feature included in all of our OneCare services is the Device Diagnostic Tool. This application can be downloaded onto Zebra mobile devices with the simple scan of a bar code. The tool performs six self-health

## FACT SHEET

ZEBRA ONECARE FOR MOBILE COMPUTERS/NORTH AMERICA

tests — including the system, battery, WLAN, WWAN, Bluetooth and GPS. The result? Successful remote resolution of most device-related issues, eliminating a costly trip to the depot, maximizing device uptime, improving return on investment and protecting the productivity of your workforce.

### Online Learning and Assessment

Now, you can easily determine just how ready your organization is for a Zebra mobile solution, enabling the up-front planning that helps minimize risk and maximize success. Just complete the online questionnaire to generate a report that identifies any gaps you need to address, helping pave the way for the smooth and rapid adoption of your Zebra mobility solutions. In addition, we offer a series of online courses and access to a Zebra Learning Consultant who can help you create a learning curriculum to address the identified gaps. The result? Faster adoption and a faster return on Zebra mobility investments.

### OPTIONAL IN ESSENTIAL — STANDARD IN SELECT

#### Service Dashboard

This portal provides visibility into the status of all devices in the repair cycle. You can track repairs by serial number and the ratio of 'no trouble found' to repair resolutions as well as view the number of shipped replacement devices, the number of devices due back to the depot and the number of devices currently received by the depot and in repair. Select customers can also see: the number of available spares in the pool; the status of all open help desk cases; the condition of all Zebra devices at all sites, per site and per specific mobile computing model; plus the status of a specific individual device. Thresholds and date ranges are customizable, allowing you to define what information is presented on the dashboard, such as the number of resolutions completed. The result? The automatic management of devices in the repair cycle, eliminating time spent tracking devices and preparing reports, and driving down the cost of repair management.

#### Commissioning Service

With this valuable service, mobile computers are returned ready to use, right out of the box, with all applications loaded and all configurations and settings restored to your specific parameters. (Minimum 20 devices under contract).

### STANDARD IN SELECT — NOT AVAILABLE IN ESSENTIAL

#### Advanced Replacement

With Advanced Replacement, no matter what is wrong, when you report a malfunctioning device, we ship a replacement device the same day for next-business day replacement. The result? Minimal downtime for malfunctioning devices, protecting productivity and return on investment.

### Spares Pool Management

We manage an extra inventory of your devices, on your behalf. When a device requires a trip to the service depot, we simply commission a device from the pool with your apps and device settings and ship it to you overnight. You're up and running next day with a device that's ready-to-go on arrival. The spares pool is yours — you purchase and supply it — it is not shared with other customers. And if the pool runs low, you can simply add devices to ensure availability.

### OPTIONAL FOR ESSENTIAL AND SELECT

#### Operational Visibility Service (OVS)

With OVS, you can see where your devices are located, how well they are or aren't performing, whether they are being fully utilized and whether device batteries are fully charged and healthy to ensure full-shift power. Visibility into the best and worst performing users and locations can help identify best practices to improve device performance and utilization throughout the enterprise for all users. Armed with this wealth of information, you can spot and address issues before devices must be taken out of service and returned to the depot for repair. Thresholds can be set on a myriad of device metrics, ensuring that your customers see the metrics that are most meaningful to their organization. The result? You have the data you need to enable the proactive device updates and maintenance required to maximize the time devices remain in service and in the hands of your workers. (Minimum 250 devices.)

#### Battery Refresh and Maintenance options

One of two options can simplify battery management and ensure that repaired devices are returned to the device pool with a healthy battery. With Battery Maintenance service, when devices arrive at the depot, the battery is tested to determine how much battery life is left. If the battery fails the test, we simply install a new battery. Battery Refresh ensures that all mobile computers have healthy batteries capable of carrying a full charge. You are entitled to one new battery for all devices once during a 3-year service contract and two new batteries during a 5-year contract.

#### Collection

This "pick-up" service is available for specific Zebra industrial mobile computing models (Workabout Pro 4, Omnii XT15, VH10). There is no need to arrange for courier pickup of malfunctioning devices that need to be sent to the service depot — we take care of it all, arranging for pickup either same day or next working day.

### How will your enterprise benefit from Zebra OneCare?

- Positive outcomes — instead of outages
- Maximum device availability and uptime
- Reduced repair-related costs due to preventative issue identification and resolution
- Reduced total cost of ownership (TCO)
- Coverage for everything eliminates unpredictable and unexpected device repair-related costs
- Improves user adoption rates
- Improved overall efficiency of device management through fast and easy device repair and replacement process and complete visibility into the status of all devices in the repair cycle
- Improves workforce productivity through higher device availability and in-the-field resolution of most issues

For more information, visit [www.zebra.com/zebraonecare](http://www.zebra.com/zebraonecare) or access our global contact directory at [www.zebra.com/contactus](http://www.zebra.com/contactus)



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