

FACT SHEET

ZEBRA ONECARE FOR MOBILE COMPUTERS
EUROPE, MIDDLE EAST AND AFRICA



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 — once again setting the bar in the service industry.

STANDARD IN ESSENTIAL AND SELECT

Global Support

With support for 17 languages and repair centres 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 provide new security patches, 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 portal 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 7 pm Monday through Friday for Essential customers and 24/7/365 for Select customers. Fully trained help desk representatives with the skillset required to isolate, analyze and resolve issues will perform

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Level 1 Triage to determine the best course of action. If help desk representatives are unable to resolve an issue, it is escalated to Level 2 staff, who will respond during normal business hours. Select customers may log cases night and day — especially useful to hospitals, retailers and logistics companies whose doors never close — and whose workers continuously utilize their Zebra devices. The result? Your users have the peace of mind that if their device malfunctions, no matter when, they can reach a technician.

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 barcode. The tool performs six self-health tests — including the system, battery, WLAN, WWAN, Bluetooth and GPS. The result? Workforce productivity is protected — problems are resolved in the field, eliminating a costly trip to the depot.

Repair Service Dashboard

Included in both Essential and Select contracts, the repair service dashboard is a web-based tool/portal that enables a series of reports that analyze repair status for products under contract — providing 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.

Zebra OneCare 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.

STANDARD IN SELECT — OPTIONAL IN ESSENTIAL

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 set up an inventory of the same devices that you own at our cost. 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. And the pool never runs low, we top it up to maintain consistent supply.

OPTIONAL FOR ESSENTIAL AND SELECT

Visibility Services

Device invisibility is the hidden enemy of any organization. You can't improve what you can't see or measure. Want visibility to better manage the assets within your environment? Our cloud-based visibility services options, Asset Visibility Service (AVS) and Operational Visibility Service (OVS), powered by our Zebra Visibility Platform, provide the location, condition, health, usage patterns and repair history of your devices to enhance overall productivity within your business.

- **Asset Visibility Service (AVS):** Zebra's AVS enables you to obtain at-a-glance insight to asset visibility and health. In addition to Zebra asset traceability, AVS provides analytical and predictive insight to device health and utilization of your Zebra Mobile Computers and Link-OS® Environment networked printer estate in a more streamlined, proactive and cost-effective manner. All without the requirement of an MDM tool.

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
- Improved 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
- Improved workforce productivity through higher device availability and in-the-field resolution of most issues

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- **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 75 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.

Service Logistics

Three options are available for Service Logistics. First, with every service contract we offer local transportation — you ship your Zebra mobile computers that require repair to a local hub and we ship the repaired or replacement devices to your specified address. We also offer a special same day or next working day pick-up for Workabout Pro 4, Omnii XT15 and VH10 mobile computers. And in specific regions we offer next day doorstep exchange, where our courier collects the device for repair and delivers its replacement — at the same time.

GET THE BEST PRICING ON ZEBRA ONECARE INDUSTRY-LEADING SERVICES FOR YOUR MOBILE COMPUTERS.

Zebra OneCare Essential and Select are available for purchase with the hardware and up to 30 days after hardware purchase at a reduced price. After 30 days, Essential and Select are still available, but at a higher price and without Comprehensive Coverage. For more information, visit www.zebra.com/zebraonecare or access our global contact directory at www.zebra.com/contact

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AT-A-GLANCE: WARRANTY, ESSENTIAL, SELECT AND PREMIER SERVICES

STANDARD FEATURES	WARRANTY	ESSENTIAL	SELECT	PREMIER
Term	12 months	3-5 years	3-5 years	3-5 years
Support help desk	M-F, 8 am - 7 pm local time for 90 days	M-F, 8 am - 7 pm local time for full term of contract	24x7 for full term of contract	Dedicated, 24x7 for full term of contract
Online access to operating system software	90 days	Standard	Standard	Standard
Device Diagnostic Service	N/A	Standard	Standard	Advanced diagnostics and triage
Repair turnaround time	Typically 7-10 business days from receipt in service center	3 business days from depot receipt	Same day shipment of replacement device	Same day shipment of replacement device
Coverage	Repairs due to manufacturing defects and workmanship; wear and tear, damage not covered	Comprehensive coverage, including functional failure, defects, normal wear and tear and accidental damage	Comprehensive coverage, including functional failure, defects, normal wear and tear and accidental damage	Comprehensive coverage, including functional failure, defects, normal wear and tear and accidental damage
Repair Services Dashboard	N/A	Standard	Standard	Custom
Device Commissioning (application loading and configuration management)	N/A	Optional	Standard	Standard
Spares pool management	N/A	N/A	Standard	Standard
Online Return Material Authorization (RMA) support	Standard	Standard	Standard	Standard
Hosted Device Management Service	N/A	N/A	N/A	Standard
Operational Visibility Service	N/A	Optional	Optional	Standard
Return shipping	Regular shipment	Regular shipment	Next business day	Next business day
Device Collection Service	N/A	Optional for industrial mobile computers	Optional for industrial mobile computers	Optional for industrial mobile computers
In-country service logistics	Standard	Standard	Standard	Standard
Battery Maintenance Service	N/A	Optional	Optional	Optional
Battery Refresh Service	N/A	Optional	Optional	Optional
Accessories coverage*	N/A	N/A	Standard	Standard
Cleaning and preventative maintenance	N/A	Standard	Standard	Standard
Repair warranty	90 days	90 days	90 days	90 days

* Accessories are the items supplied with the original hardware, including stylus, hand straps, screen protectors, battery doors but not batteries, cables or cradles.



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