



Zebra OneCare™ Battery Services Enhancements

Enhance your Zebra OneCare plan with battery protection

Your workforce counts on their mobile computers and printers to get their job done. And these devices depend on the batteries that power them. When batteries aren't working at peak performance, neither are your devices or your employees. What happens when a battery fails mid-shift? A field worker can't execute a transaction; a retail associate can't print a receipt; a home health worker can't access a patient's records; and a direct store delivery driver can't process an invoice. It can cost your organization over 50 minutes of lost mobile worker productivity each time a battery doesn't last a full shift.¹ And the same study found battery failures to be one of the leading causes of mobile device failure.

Now, you can take the worry out of battery performance with a choice of Battery Services from Zebra. Battery Maintenance Service is available in two service levels — Standard and Premium — and extends Zebra OneCare's comprehensive coverage to the batteries in your Zebra mobile devices. And the advanced Proactive Battery Replacement Service is a prevention-based service — Zebra monitors the health of the batteries in your Zebra mobile devices and proactively sends replacements for batteries that can no longer hold a full charge, before worker productivity is impacted.

No matter which plan you choose to meet the needs of your budget and organizational needs, you'll get the predictable power you need to ensure that your Zebra mobile devices remain in the hands of your workers every moment of their useful lives, maximizing device uptime, improving return on investment and protecting workforce productivity.

Keep healthy batteries in your Zebra mobile devices with Zebra OneCare Battery Services.

For more information, please visit www.zebra.com/zebraonecare

Zebra OneCare Battery Services Enhancements

Service Name	Proactive Battery Replacement Service	Battery Maintenance Service	
		Standard	Premium
General Description	Advanced proactive real-time A-to-Z battery management performed by Zebra; provides automatic shipment of new batteries when existing batteries have less than 30 days of Remaining Useful Life (RUL)	Extends Zebra OneCare comprehensive coverage to device batteries	
Product Availability	Eligible Zebra Mobile Computers	Zebra Mobile Computers; Zebra Mobile Printers	Zebra Mobile Computers
Entitlements	Proactive Zebra A-to-Z monitoring and replacement service Automatic shipments of new Zebra batteries when installed batteries are within 30 days of Remaining Useful Life (RUL)	One new battery per covered device during the Zebra OneCare plan term	Unlimited number of batteries during Zebra OneCare plan term for covered devices
Features	<p>Proprietary algorithm utilizes over 25 metrics to analyze and define when a battery reaches 30 days of Remaining Useful Life</p> <p>Secure connection for the Zebra Data Service (ZDS) agent that collects battery performance data on Zebra devices</p> <p>VisibilityIQ™ cloud-based dashboard reports that show:</p> <ul style="list-style-type: none"> • # of batteries that require replacement and are within 30 days of their RUL • # of batteries that are good/normal • # of batteries covered but not reporting ample data to predict RUL <p>Monthly battery shipments are automatically sent for all covered devices with batteries that are within 30 days of RUL — and shipments are sent to the sites where devices are located</p> <p>Email sent with a link to online information about the shipment: serial numbers for the devices that require replacement batteries, shipment tracking information and more</p>	<p>Utilize Zebra's downloadable on-device Device Diagnostics Tool to proactively determine if batteries qualify for replacement — unable to hold 80% of the original charge capacity</p> <p>Zebra will automatically test the battery in any covered device or a standalone battery received for repair in the Service Center and replace if unable to hold 80% of the original charge capacity</p>	
Replacement Battery	Authorized Zebra batteries — designed to deliver unmatched performance and battery intelligence in a Zebra device		
Recycling	Customer recycles batteries (Recycling program available in the future)	Older batteries sent to Zebra Service Centers are properly recycled for you — saving time and money	
Benefits	Ensures every covered device always has a battery capable of powering a full shift — without any effort from your IT staff	Provides visibility required to replace batteries before they become unhealthy and unable to power a full shift	
	Protects workforce productivity; maximizes device uptime; improves customer service quality		
	Lowers TCO: eliminates lost worker productivity related to unreliable and unpredictable battery cycle times; eliminates unplanned battery replacement costs; reduces the cost of purchasing and managing a spare battery pool; reduces technical support time and cost associated with triaging battery issues; simplifies administration with single vendor simplicity		
	Eliminates the need to cut individual Purchase Orders to purchase 'one-off' batteries as needed		

The Battery Maintenance Service is available globally in all regions; however, certain restrictions may apply.

The Proactive Battery Replacement Service is available in NA and EU.

1. Total Cost of Ownership Models for Line of Business Mobile Solutions, 2018 and 2020; VDC Research



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