



Zebra OneCare® Technical and Software Support Services (TSS)

Technical Support and Software Updates for your Zebra Devices

You want the peace of mind that comes from knowing you can get the technical and software support you need, when you need it — but your software warranty only provides technical support and updates for 90 days. Now, with Zebra OneCare TSS, you can cost-effectively extend technical support, access to software upgrades and LifeGuard™ for Android™ security updates for 1, 3 or 5 years. When you choose Zebra for support, you get the most qualified technical expertise, defined service levels, commitment to rapid resolution and access to VisibilityIQ™ OneCare® to keep your Zebra devices up, running and available to your workers. And no matter where you are located in the world, we speak your language — we offer support in 17 languages.

Reduce Operational Risk and Increase Uptime, Efficiency and Predictability

Need to avoid unpleasant and costly surprises in your day-to-day business? Zebra's TSS can help. Zebra's specialized technical support professionals can help you troubleshoot your hardware and its installed software — including Zebra-provided third-party applications. And you can easily install Zebra-validated software upgrades and Android operating system security updates, avoiding the costly downtime and possible security breaches outdated software can cause. VisibilityIQ OneCare puts access to support cases, contracts, and LifeGuard Analytics reports, at your fingertips via a cloud-based dashboard.

Get LifeGuard™ for Android™ Security Updates Throughout Your Entire Device Lifecycle

Your Zebra rugged Android-based devices have a lifecycle that runs well beyond the typical three years of security support Google offers on any given version of Android.¹ But without continual security support for the version of Android running in your organization, there may be security risks that can only be eliminated by retiring your Zebra devices early — a very costly solution. Now, you can keep your Zebra Android mobile devices secure every day they are in service with LifeGuard for Android, the industry’s first extended security solution. LifeGuard not only provides the security updates and patches you need, it also makes updating simple. You can see when updates are available and which devices need the update. And with LifeGuard, you’re always in charge — if you don’t want to update your devices to the next version of Android, we’ll continue to provide support on your current version of Android.

Unburden Your IT Staff

Zebra’s TSS professionals fully understand the settings and functionality of all of your Zebra mobile computers, barcode scanners, printers and software — removing that burden from your own IT staff. We understand how changes made to key components of your technical operations may affect the way your Zebra devices are working today. With Zebra’s TSS service, your IT department gets the support needed to keep your operations running smoothly — leaving you free to focus on strategic programs.

Reduce Your Total Cost of Ownership

Robust management of your IT assets can reduce your long-term operational costs. According to Gartner Research, companies that proactively manage their IT assets experience cost savings of approximately 5% to 30% per year.* Zebra’s TSS service lowers your IT expenditures by reducing the costs associated with downtime, returns and unnecessary new hardware purchases.²

Zebra OneCare TSS Customer Case Study: Resolving a Time-Sensitive Delivery Problem:

After a widespread security breach, one major credit card company needed to quickly send replacement cards to its customers. It turned to a nationwide courier to deliver the cards and collect the necessary signatures as proof of delivery.

During several of the deliveries, the main application froze as couriers tried to record the delivery and capture signatures on their Zebra devices, slowing down delivery time, and in some cases, preventing timely delivery of the new cards.

The Zebra technical support professionals quickly deployed a device diagnostics tool, which revealed that an erratic cellular network connection was causing the malfunction. Zebra helped the courier’s IT department troubleshoot the situation with its wireless carrier, leading to a speedy resolution that allowed the credit card deliveries to be completed as planned.

The bottom line: The courier’s service contract with Zebra enabled the company to avoid costly delivery delays and a potentially unhappy customer.

1. support.google.com/pixelphone/answer/4457705?hl=en (Pixel phone subsection) "Google "Google provides security support for a specific version of Android from its release date to 18 months beyond end-of-sale or a minimum of 36 months."
2. IT Asset Management: It's All About Process; Gartner Inc.; IT Asset Management Key Initiative Overview; G00214140; July 22, 2011

Zebra OneCare TSS Features At-a-Glance

Contract Length	1, 3 or 5 years
Priority Live Agent Access to Technical Support	M-F, local business hours
Operating System Software Updates (online access)	●
LifeGuard for Android Security Updates	●
VisibilityIQ OneCare	●

Get the technical and software support you need to keep your Zebra devices up and running with TSS. For more information, please visit www.zebra.com/zebraonecare



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