VisibilityIQ™OneCare®

January 2020
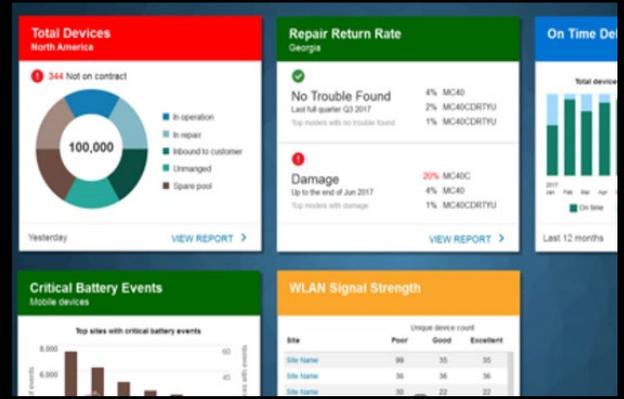
Agenda

- Overview

- What's Provided in VisibilityIQ™ OneCare®

- Report Details

  - 8 Reports

  - LifeGuard™ Analytics Report

- Onboarding Instructions

- Supporting Documentation

Overview

- VisibilityIQ OneCare (new branding for Support Dashboard)

- Available as an included benefit to all customers who hold one of the following valid Zebra OneCare Support Service agreements for Mobile Computers or Scanners:

  - Valid Zebra OneCare Technical Support & Software (TSS) – Available for Core HW and SW Support SKUs
    - Does not include SKUs with software applications that are beyond what ships with the device, Ex. SOTI
  - Valid Zebra SV for TC2X Service Support Agreement
  - Valid Zebra OneCare Essential
  - Valid Zebra OneCare Select

  - A configurable web-based tool that enables a series of repair, support cases, contracts and LifeGuard^{TM} reports.

  - Enhancements include visibility across repair data, technical/non-technical case data, contract information and LifeGuard^{TM} Analytics for Android devices.

- Availability
 - Regions: NA, EMEA, APAC and LATAM

VisibilityIQ OneCare Provides:

- A Dynamic dashboard that is personalized and customizable

- More data in an easy to consume format with:
  - Trending graphs: monthly, quarterly, annual
  - Relevant and usable information related to repairs, cases and contracts, performance
  - Insight as to when security updates are available for their Android^{TM} mobile devices

- An automated interactive tool that will ultimately replace manual reporting

- A LifeGuard^{TM} Analytics Report that will help ensure that your Android devices are operating with the latest security updates

Support Reports and Enhancements

Reports*

- LifeGuard™ Analytics
  - Shows Android Security Patch Status
- Repair Lifecycle
  - Status of all repair tickets
- Case Lifecycle
  - Status of all tech support tickets
- Contracts
 - Shows all Service Contract details including Entitlement
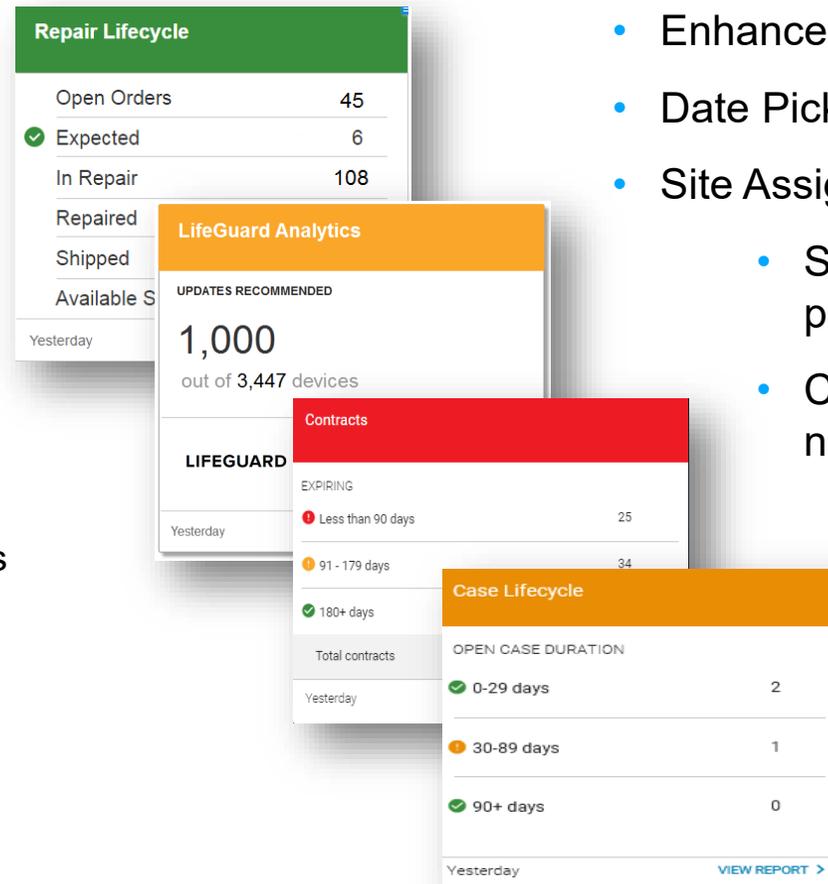
Enhancements

- Enhanced and simplified dashboard
- Date Picker enhancements
- Site Assignment administration feature
  - Site-Level Reporting to identify and isolate problem sites
  - Contract auto-add feature automatically adds new or renewed contracts

Repair Lifecycle

Open Orders	45
Expected	6
In Repair	108
Repaired	
Shipped	
Available S	

Yesterday

LifeGuard Analytics

UPDATES RECOMMENDED

1,000

out of 3,447 devices

LIFEGUARD

Yesterday

Contracts

EXPIRING

Less than 90 days	25
91 - 179 days	34
180+ days	

Total contracts

Yesterday

Case Lifecycle

OPEN CASE DURATION

0-29 days	2
30-89 days	1
90+ days	0

Yesterday   VIEW REPORT ›

* View includes mobile computing and scanning product data with one full calendar year of historical data; Printer data is targeted for inclusion in 2020.

NEW! Support Reports

Reports

- On Time Delivery
  - Trend of repaired/replaced devices shipped on time

- Repair Return Rate
  - Tracks Return Rate over a 12-month period. NTF and Damage too.

- Repair Repeat Rate
  - Trend of repaired devices returning within 30 days

- Top Repair Metrics
 - Graphical ranking by Site, Faults, Problems
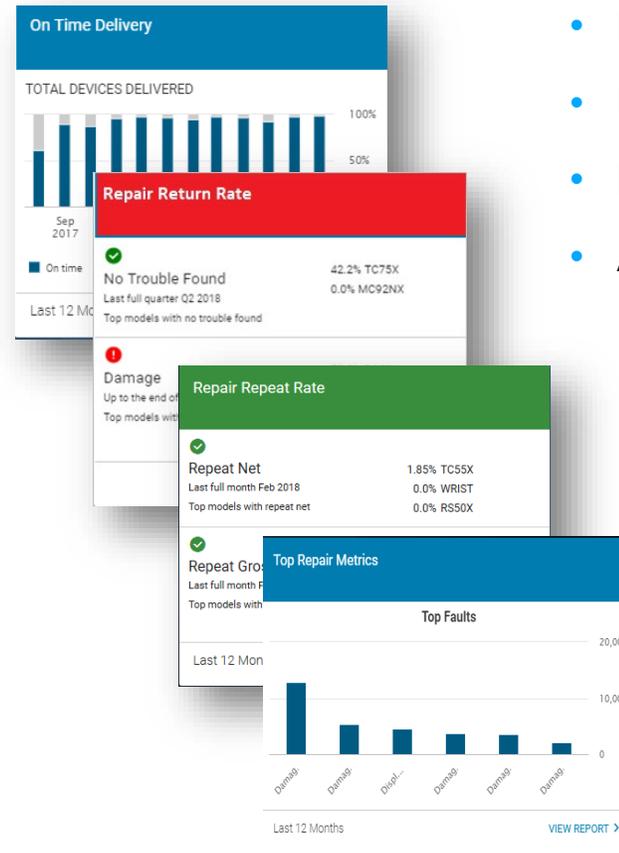
Enhancements

- Email Notifications for thresholds alerts

- User Tags

- Excel exports include System and User Tags info

- Advanced Filters

* View includes mobile computing and scanning product data with one full calendar year of historical data; Printer data is targeted for inclusion in 2020.

User Landing Page for Legacy Support Customers and Multi-Service Customers
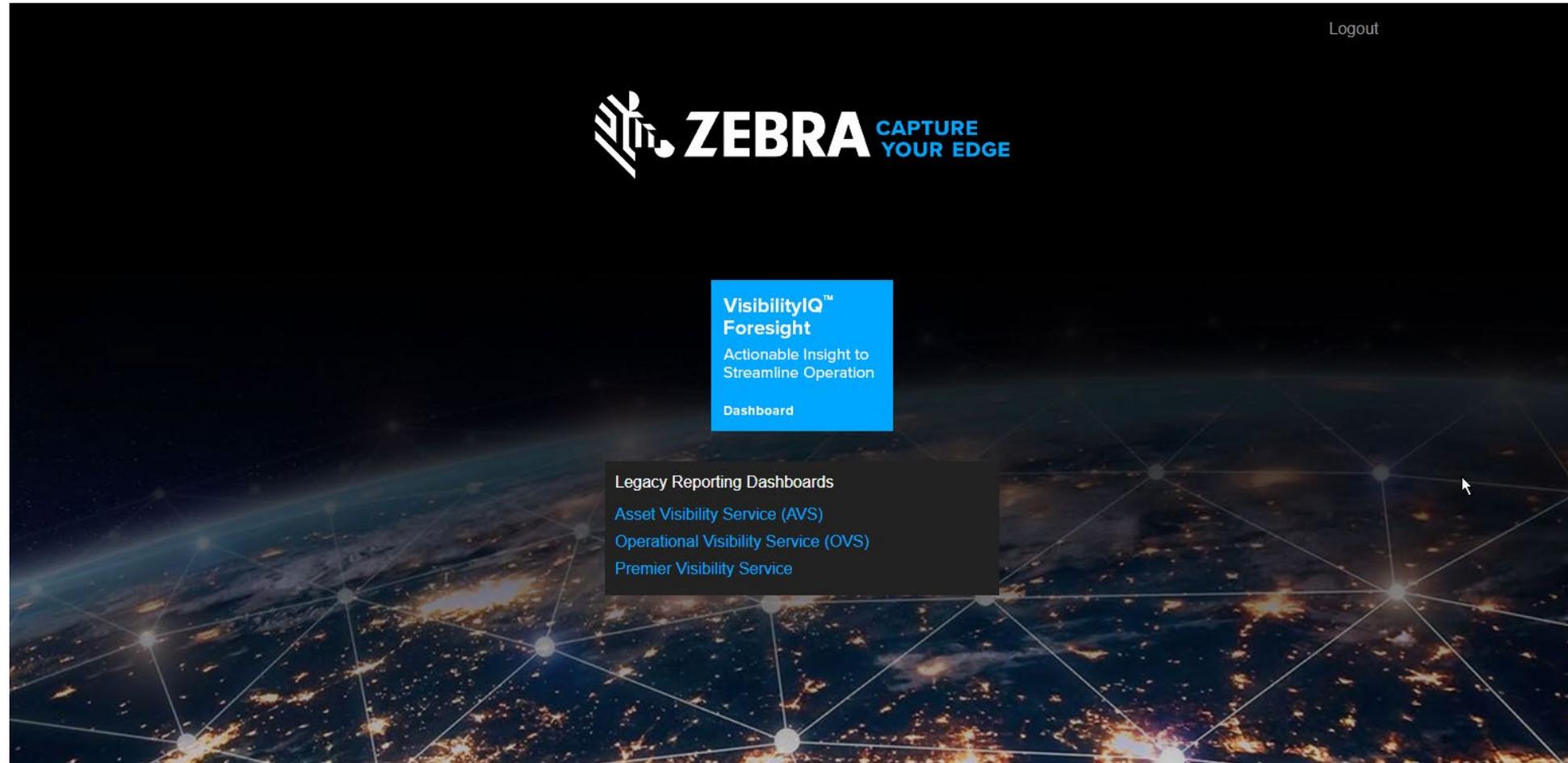
URL: avp.zebra.com

Partner Navigation Experience
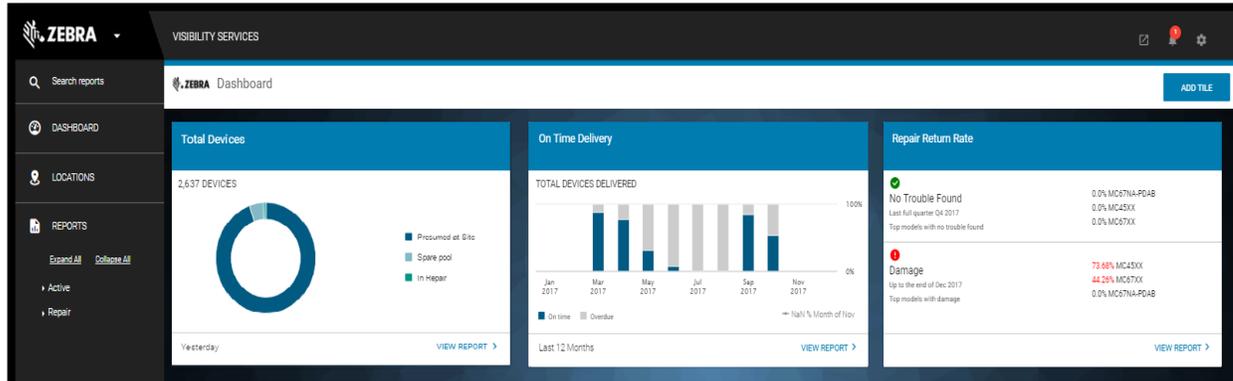
- Access reports for all your Zebra OneCare Customers in one place

- Customize each customer's dashboard for their needs
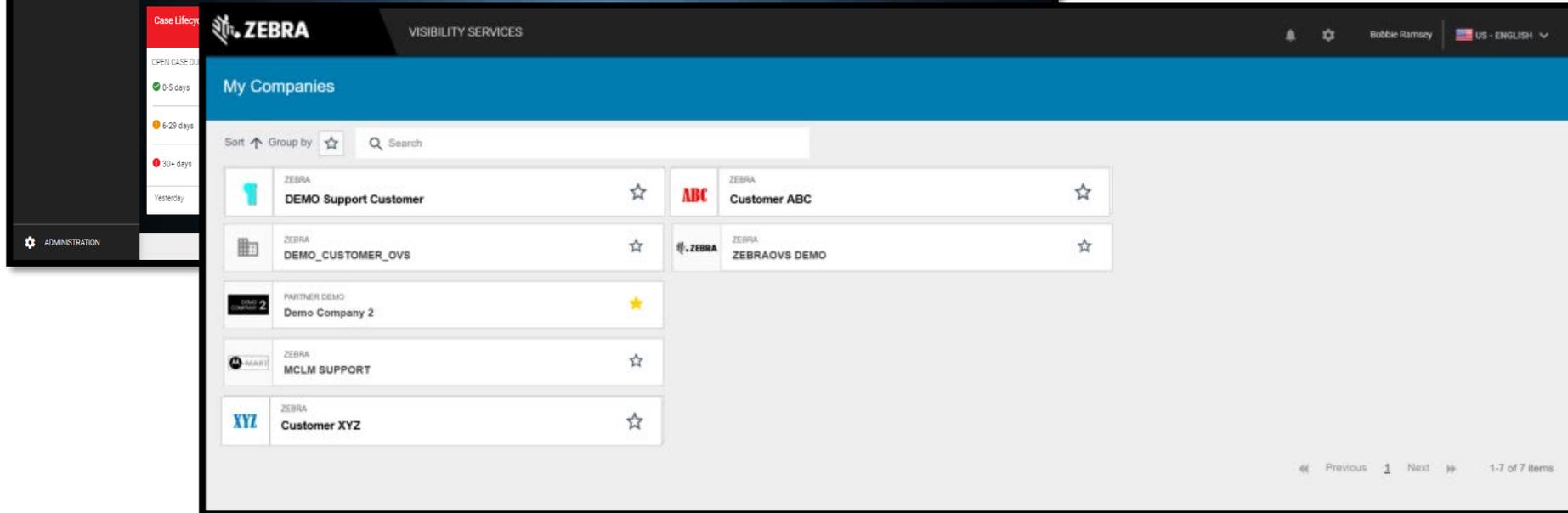
Easy Access

- The URL – https://avp.zebra.com
- Log in ID
  - If you have access to any of the Visibility dashboards today, your log in ID will remain the same

  - If you need to get access to an existing dashboard, submit request at:

    Add New Users to an Existing Dashboard

  - If you want to have a dashboard created, you can use the form in the link below to submit a request at:

    Go To Dashboard Request

REPORT DETAILS - OVERVIEW

LifeGuard™ Analytics Report

Quickly see how many of your devices are due for an **Android security** update and which update is **recommended** by serial number

LifeGuard Analytics

UPDATES RECOMMENDED

1,000

out of **3,447** devices

LIFEGUARD FOR ANDROID

Yesterday · VIEW REPORT ❯

LifeGuard Analytics

| Search for site or tag 🔍 | Mobile Computers | | Yesterday ▾ | 📅 |

Yesterday (Sep 02, 2016)

UPDATES RECOMMENDED	UP-TO-DATE	ALL DEVICES
1,000 Devices	**2,344** Devices	**3,344**

Device updates are an important way to keep your Android devices secure and running at their full potential. LIFEGUARD UPDATES ✎

For Cellular enabled devices, please check with your carrier for the right carrier certified patches.

	Count	Model	Type	OS Version	BSP Version	LifeGuard Update Level	Android Security Patch Level
▶	500	MC40	GSM	KITKAT	2	1	Jan 2017
▼	500	MC45	GSM	KITKAT	1	1	Dec 2016
	AVAILABLE UPDATE OPTIONS						
	OS + BSP + Patch		LOLLIPOP	2	2	Dec 2017	
	BSP + Patch		KITKAT	3	3	Jun 2017	
	Patch only		KITKAT	1	1.2	Jan 2017	

LifeGuard Analytics Description

Ensure your Android devices are Protected!

Inventory view of Deployed Devices
- – OS version, Security Patch Level
- – Partner sets thresholds: Monthly Tolerance, percent of Devices

Create and distribute lists of devices requiring attention
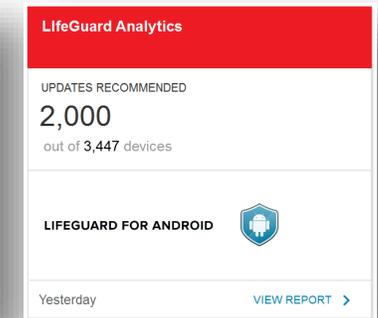
Contracts Report

- Provides status of onboarded contracts and view of visibility entitlement

- Alerts when contracts are within 90 days of expiration

Repair Lifecycle Report

- RMAs as they move through the repair lifecycle

- Alerts when Expected devices exceed 15/30 day threshold
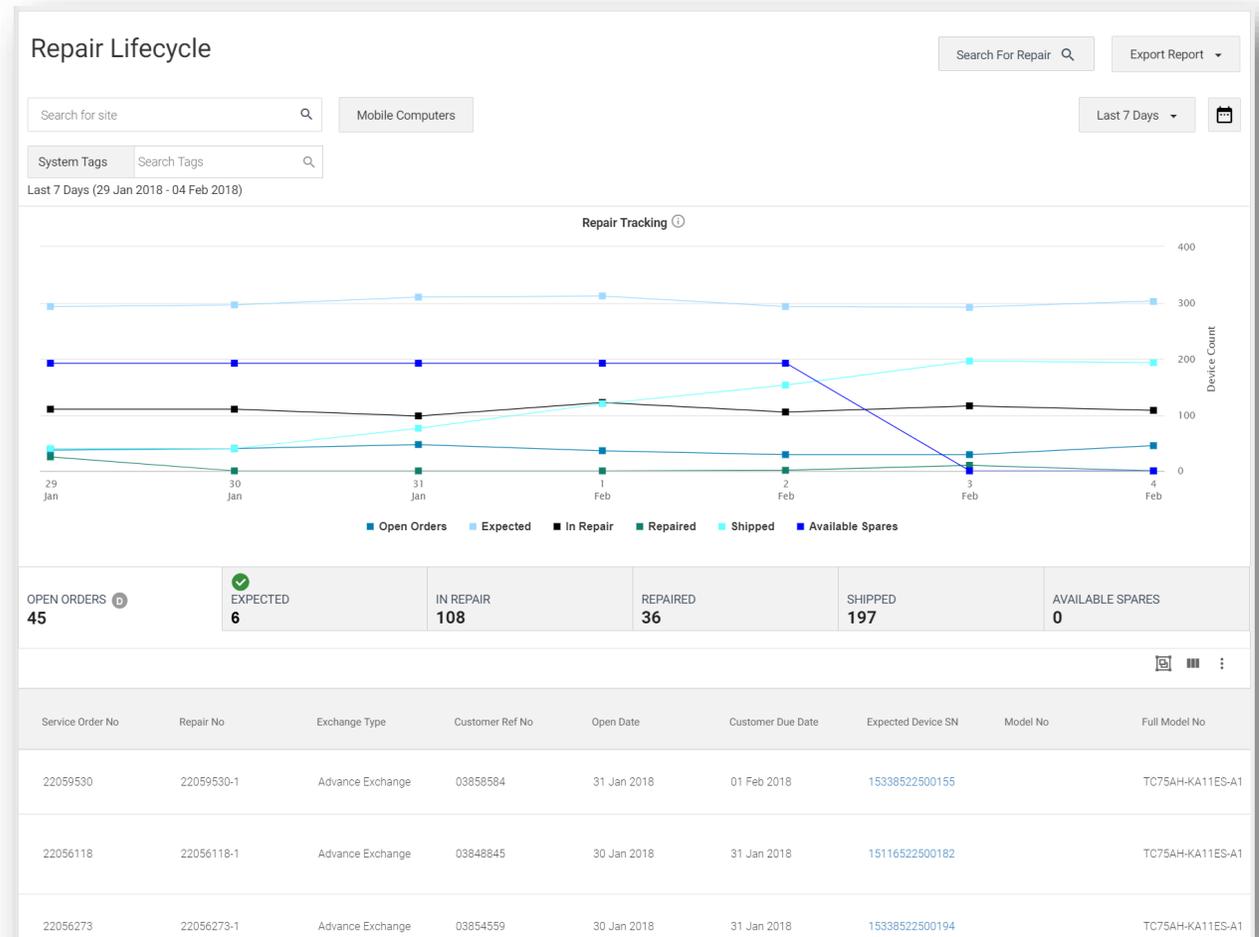
Case Lifecycle Report

- Provides status of technical/non-technical cases

- Alerts when cases have been open for more than 30 days
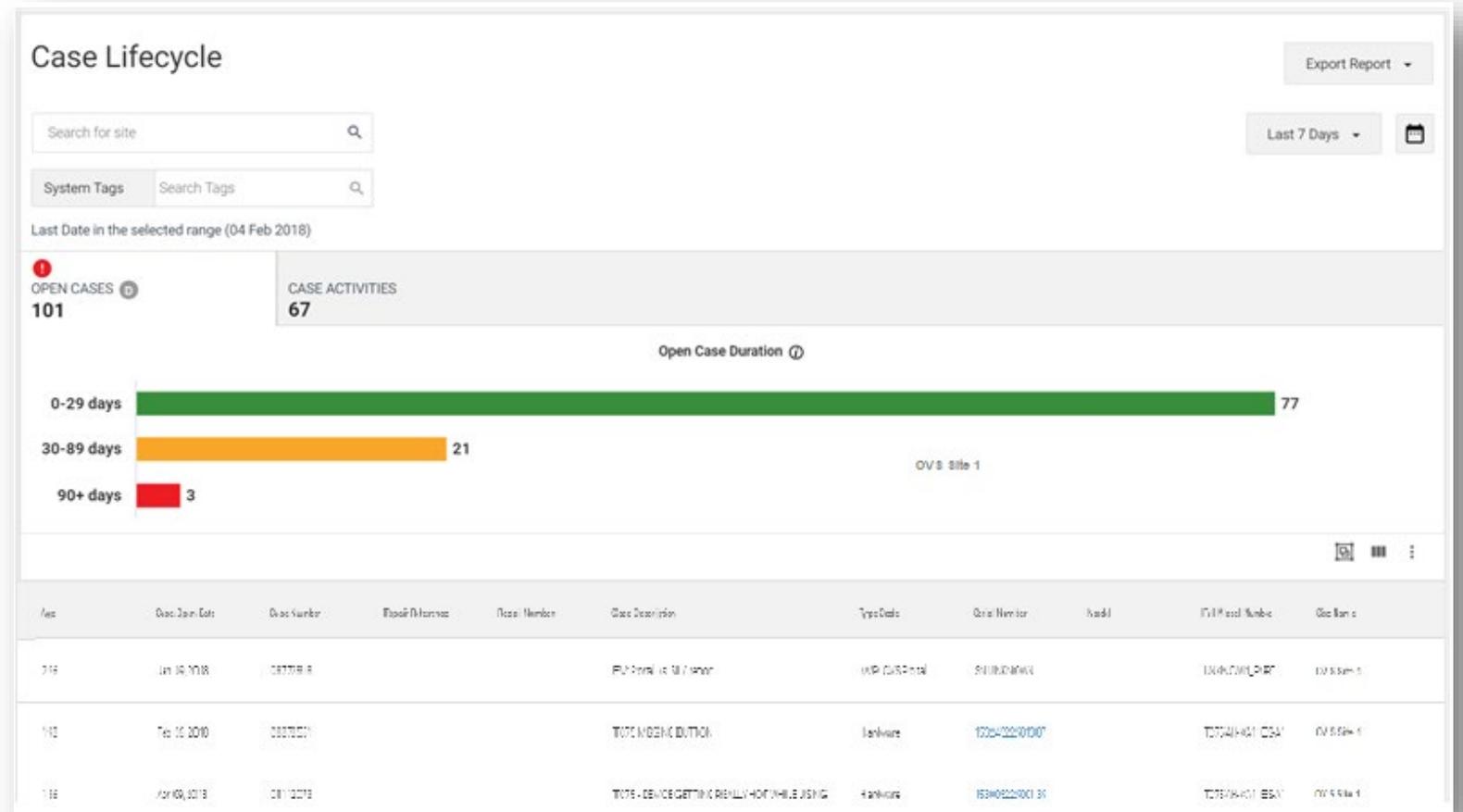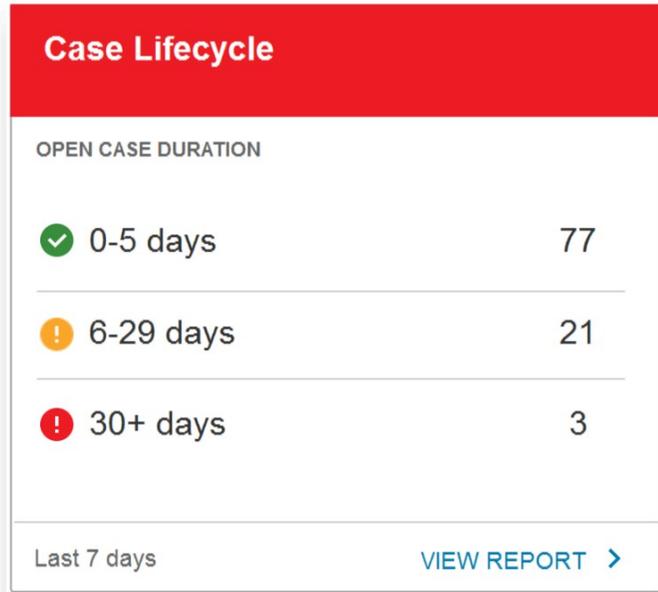
On Time Delivery Report

- Shows trend of repaired or replaced devices that were shipped On Time to the customer relative to their due date
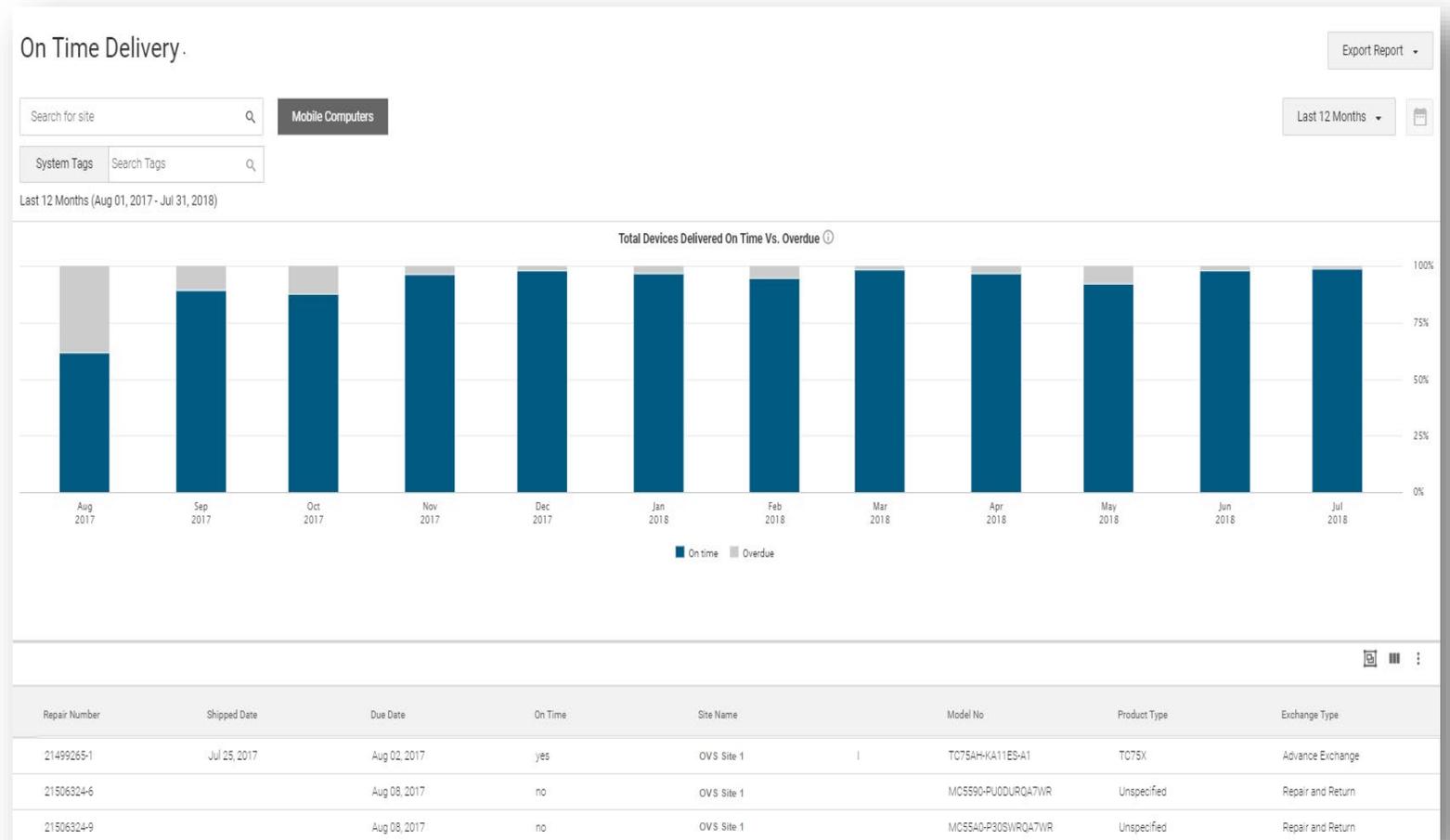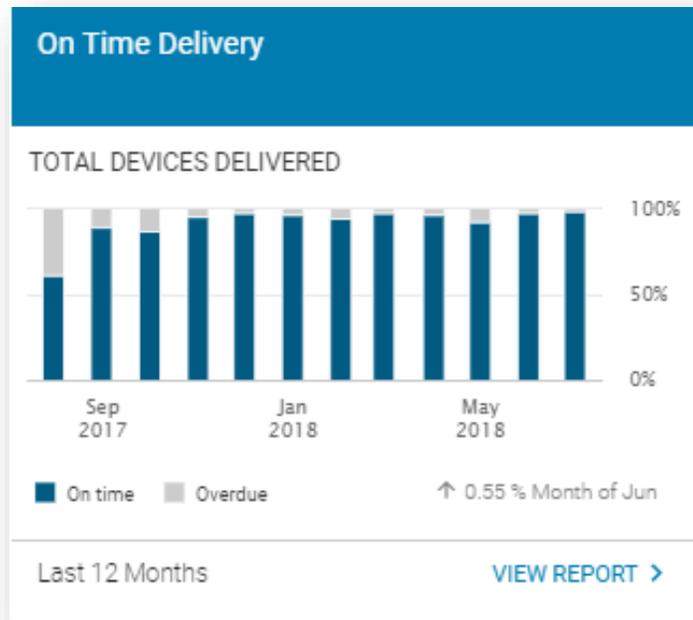
Repair Return Rate Report

- Track Return Rate over 12-month period

- Alerts when NTF rate exceeds 5% in a calendar quarter

- Alerts when Damage rate exceeds 10% in a calendar year

Repair Repeat Rate Report

- Trend of repaired devices returning within 30 days

- Percentage for both Repeat Gross (Failure + NTF) and Repeat Net (Failure Only)
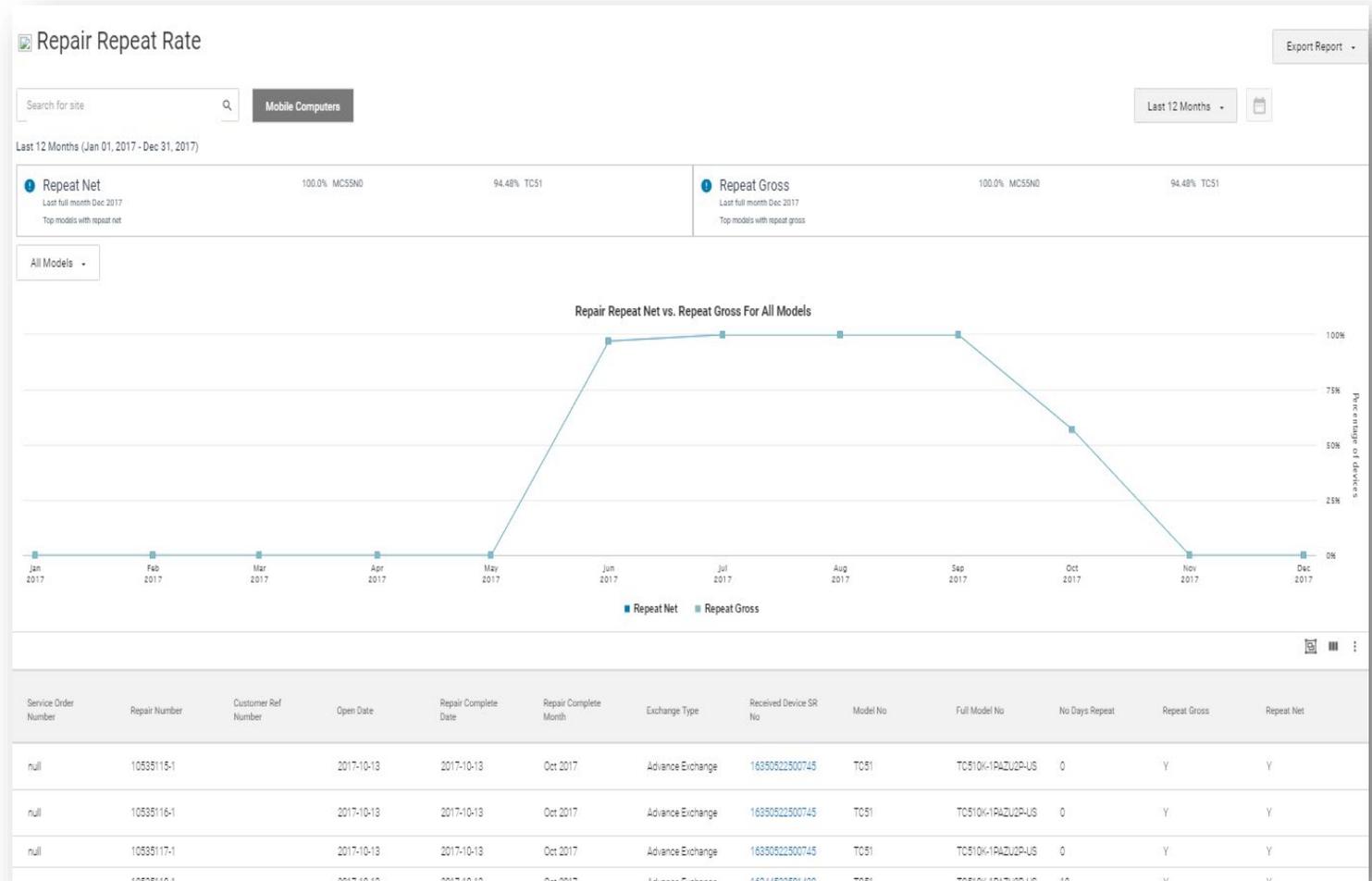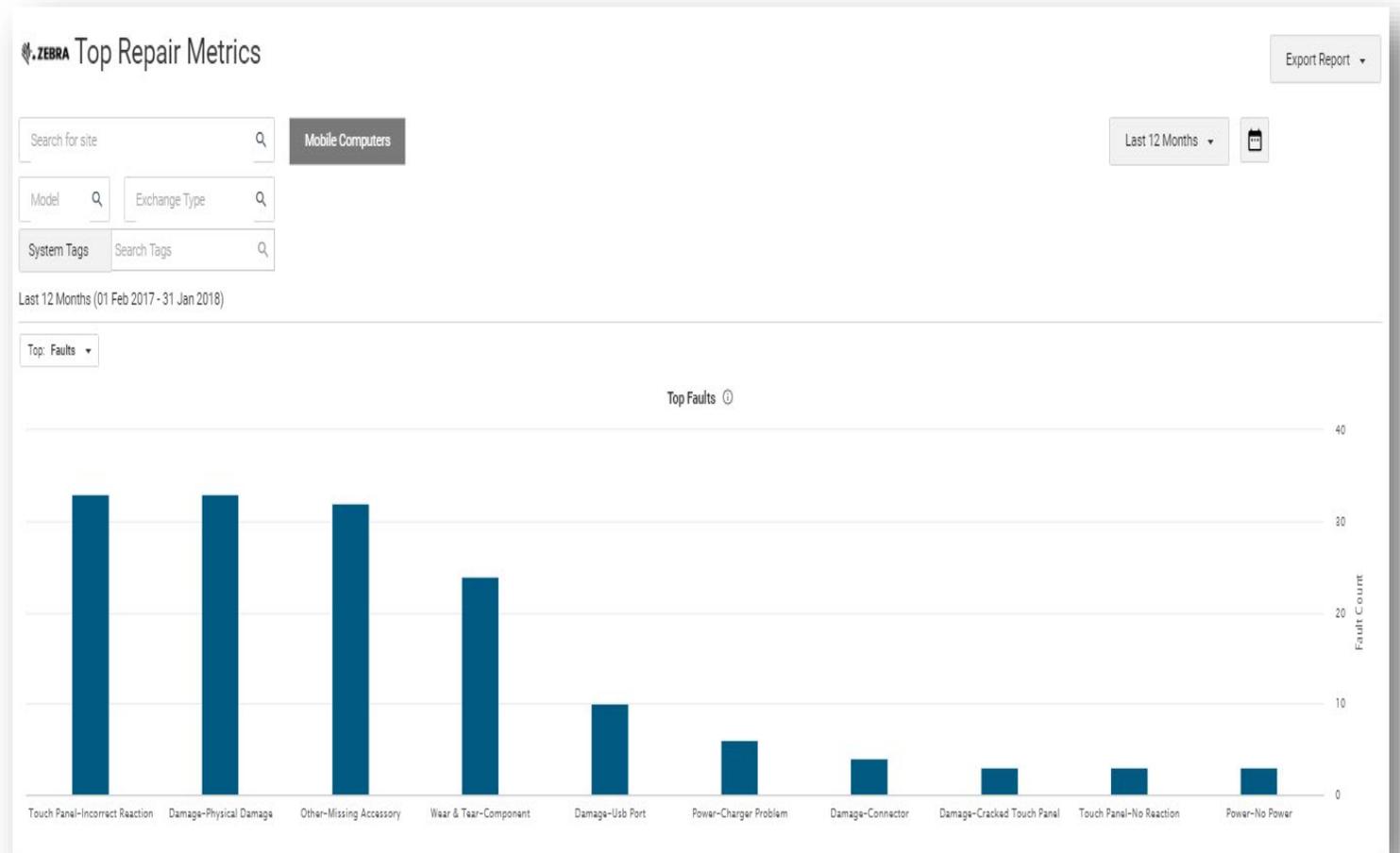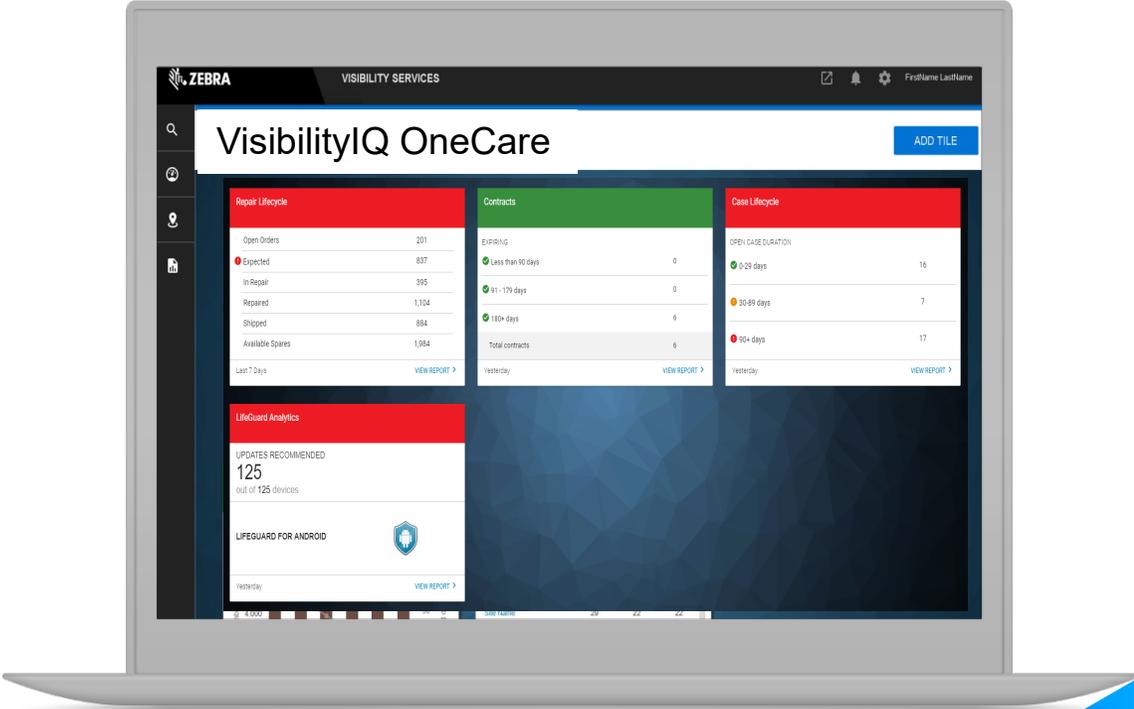
Top Repair Metrics Report

- Provides graphical ranking of Top: Sites, Problems, Faults, Faults on Damage units, Repeat Problems, Repeat Faults
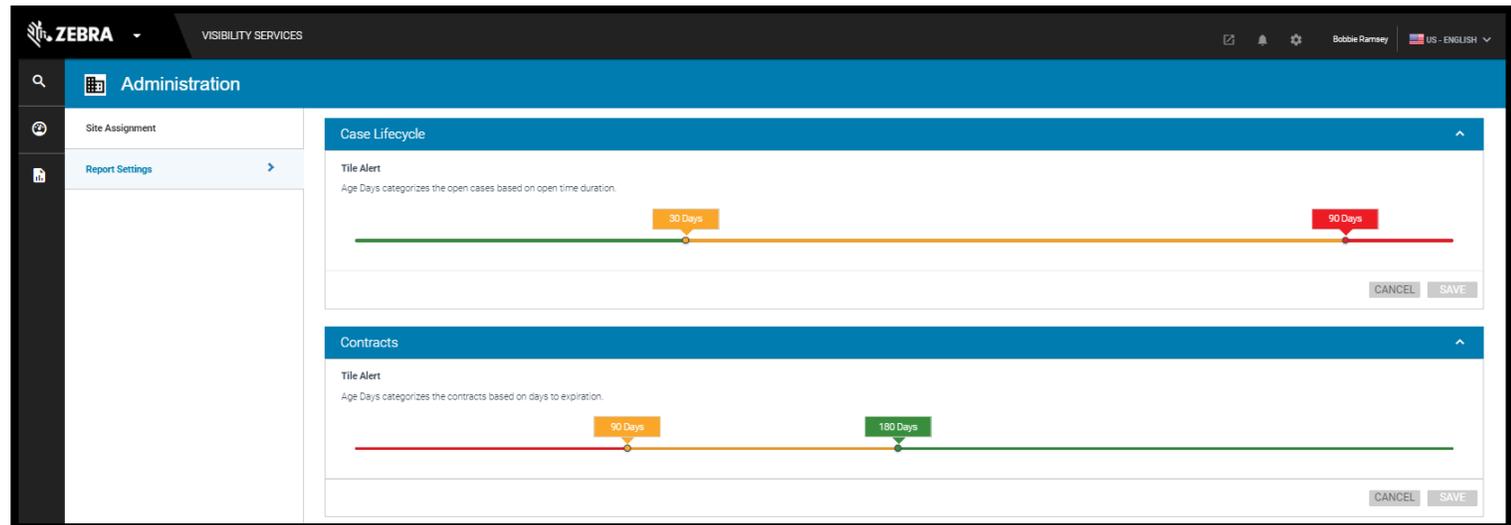
ADMINISTRATIVE FEATURES & CUSTOMER ONBOARDING

Administrative Features

- Email Notifications
  - Allows a dashboard user to receive a daily email summarizing the changes in threshold metrics for each applicable report.

- Site Assignment
  - Site Assignment feature available for Partners/Administrators
  - View/assign sites by Site Listing or User Listing

- Report Settings
  - Set report alert thresholds

Simplified Onboarding Process

- Simplified web-based onboarding form – Access

- Existing Customers
  - Contract Auto-Add feature will automatically add new contracts for existing customers to the dashboard, so no forms or emails will need to be submitted.
  - Simplified process to add a new user @ Zebra.com OneCare page and click "Add New Users" button to request access for a new user.

- New Customers
  - Partners can find a link on Partner Gateway to the online form to request Dashboard access for one of their customers.
  - Customers with a direct financial relationship with Zebra will access the online form @ Zebra.com page.

Supporting Documentation

- Presentation Slides

- User/Quick-Start Guide

- FAQ Document

- How-To Video Clips

- Partner Gateway – Zebra Partners can find supporting documentation on [Partner Gateway](#)

- Zebra.com – Zebra Customers can find supporting documentation on [Zebra.com](#)

Thank You

ZEBRA