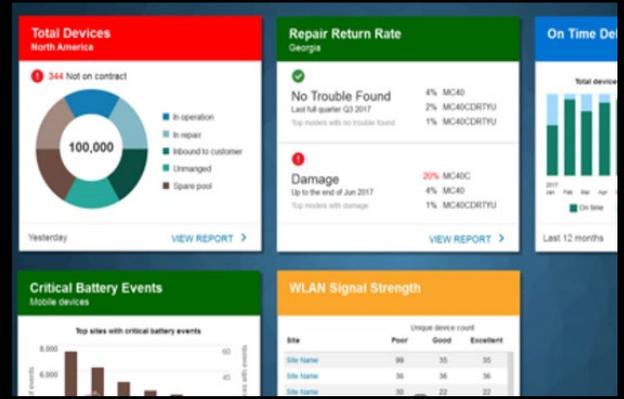




VisibilityIQ™ OneCare®

January 2020



GET TECHNICAL AND REPAIR SUPPORT FOR ZEBRA'S XPLORE PRODU...
RUGGED MOBILE SOLUTIONS

[Learn More](#)

REPAIR SERVICES
Open a ticket or track an existing repair in one of Zebra's repair portals

[Repair Portal](#)

CASE MANAGEMENT
Submit and manage open cases with Zebra Technical Support

[Manage Cases](#)

KNOWLEDGE BASE
Helpful articles to quickly answer many product support questions

[View Articles](#)

PLAN AHEAD
Zebra OneCare... needs, increas... coverage plan

[Explore Zebra](#)

Agenda

- Overview
- What's Provided in VisibilityIQ™ OneCare®
- Report Details
 - 8 Reports
 - LifeGuard™ Analytics Report
- Onboarding Instructions
- Supporting Documentation



Overview



ZEBRA *OneCare*

- 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™ reports.
- Enhancements include visibility across repair data, technical/non-technical case data, contract information and LifeGuard™ Analytics for Android devices.
- Availability
 - Regions: NA, EMEA, APAC and LATAM

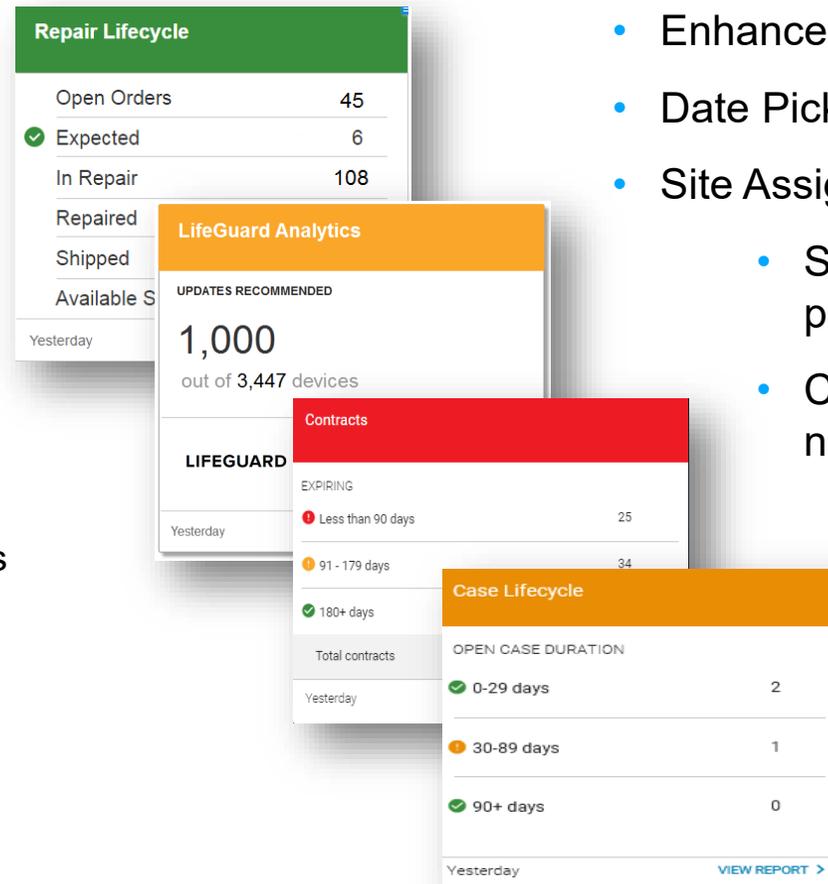
VisibilityIQ OneCare Provides:

- 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™ mobile devices
 - An automated interactive tool that will ultimately replace manual reporting
 - A LifeGuard™ 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

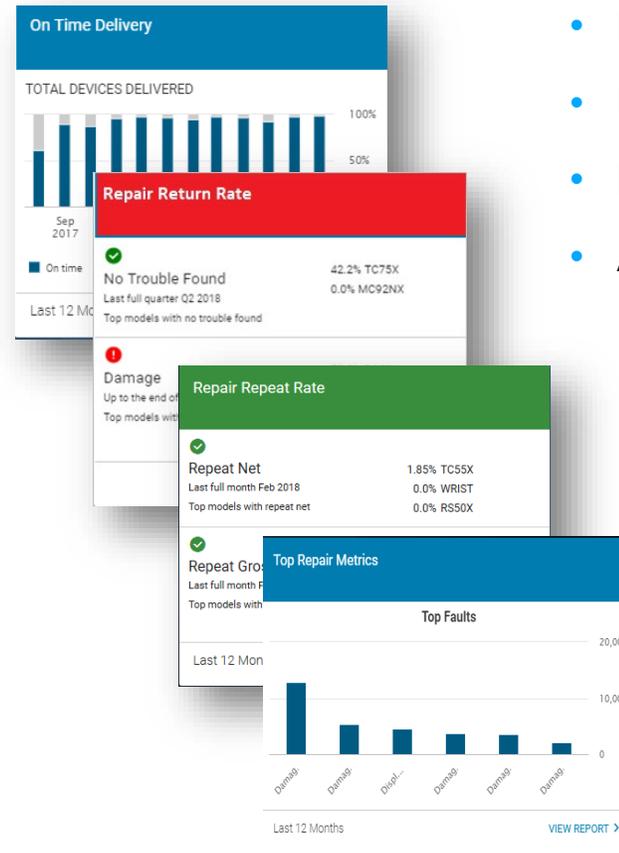
- Enhanced and simplified dashboard
- Date Picker enhancements
- Site Assignment administration feature
 - Site-Level Reporting to identify and isolate problem sites
 - Contract auto-add feature automatically adds new or renewed contracts

* 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

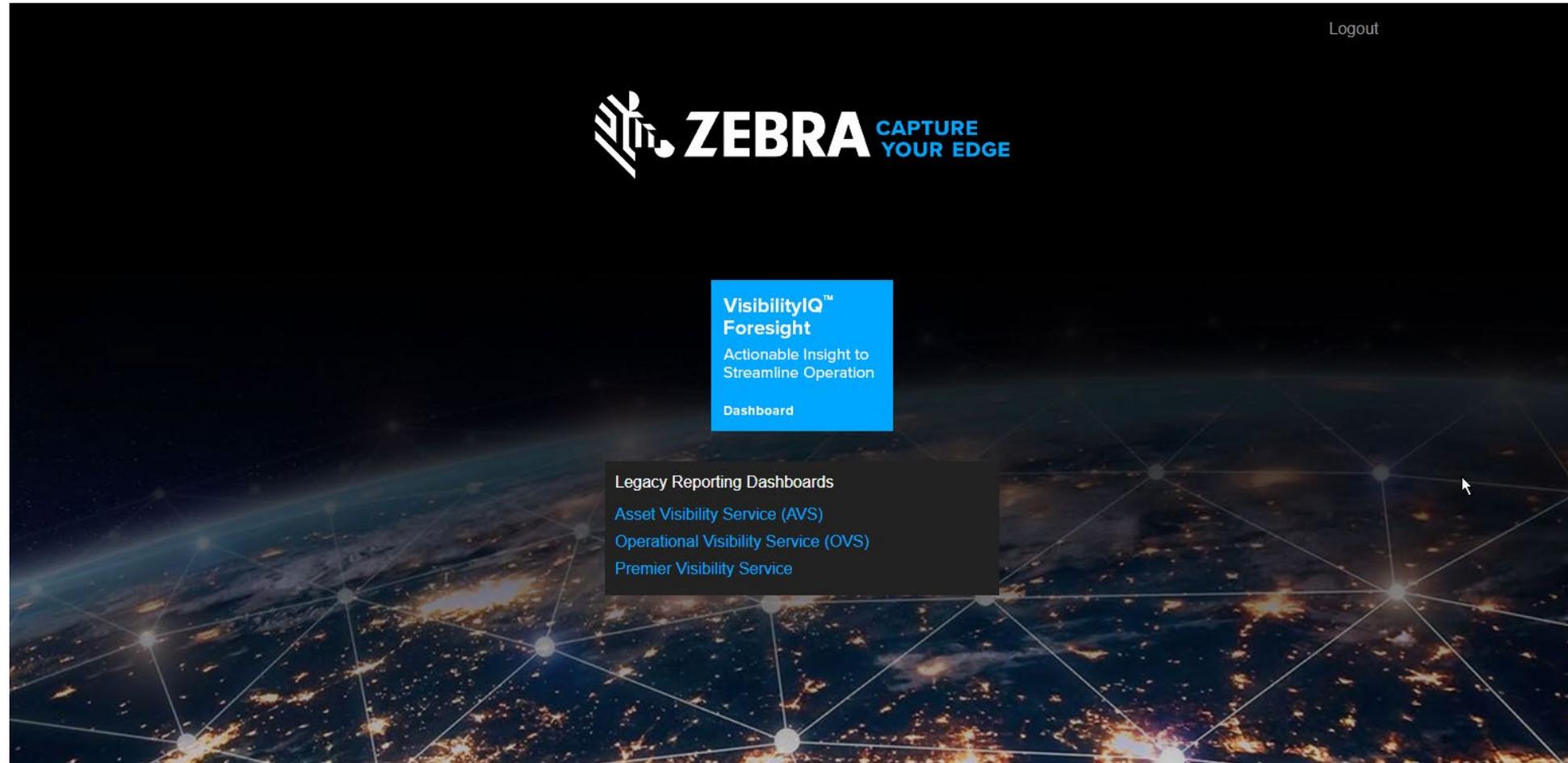


Enhancements

- Email Notifications for thresholds alerts
- User Tags
- Excel exports include System and User Tags info
- Advanced Filters

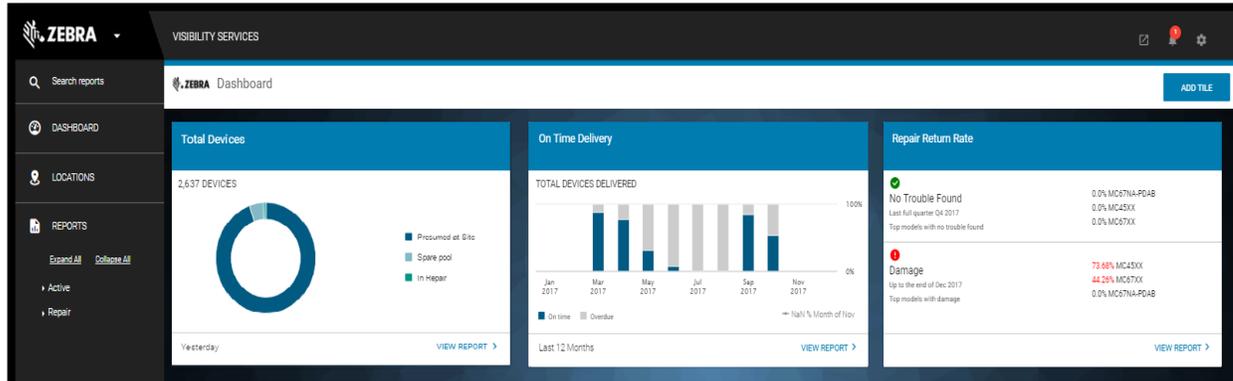
** View includes mobile computing and scanning product data with one full calendar year of historical data; Printer data is targeted for inclusion in 2020.*

User Landing Page for Legacy Support Customers and Multi-Service Customers

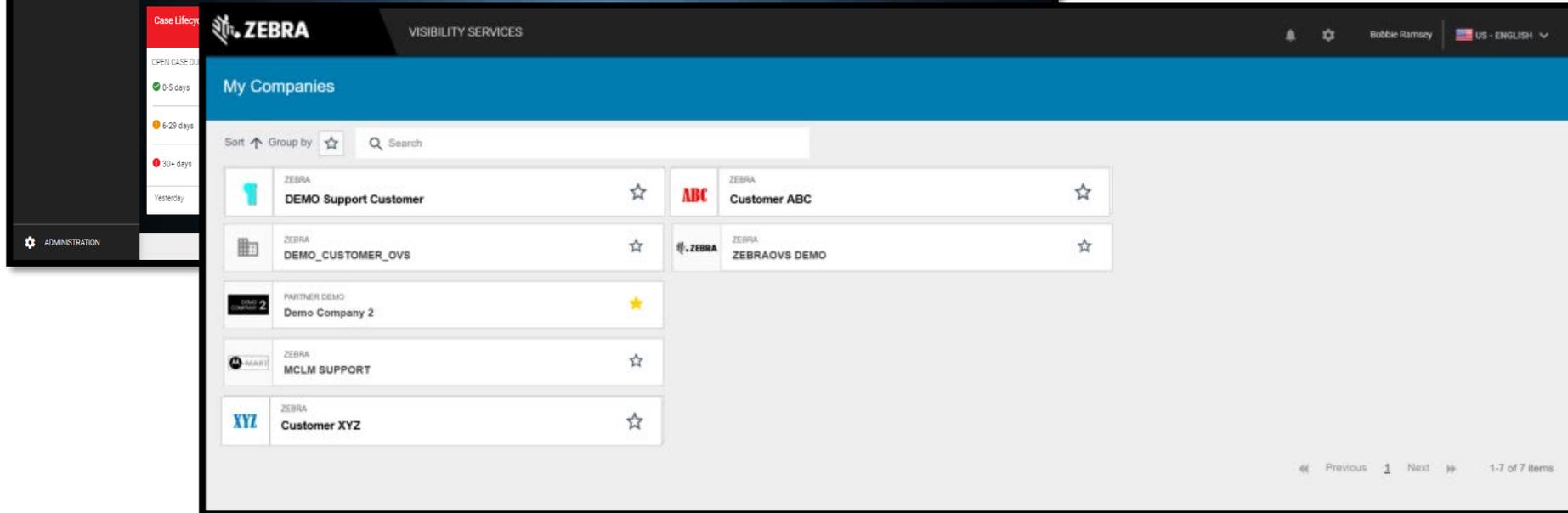


URL: avp.zebra.com

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

Export Report

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

LifeGuard Analytics

Tile Alert
Update alerts based on the number of devices with recommended updates.

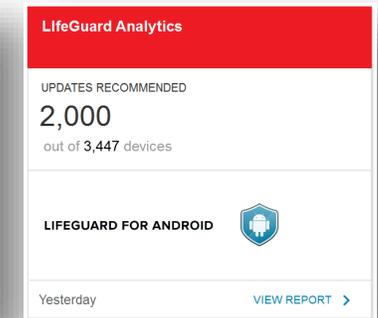
10% 30%

CANCEL SAVE

Updates Recommended
Acceptable number of months between deployed patch vs. latest available patch.

3 Months

CANCEL SAVE



Contracts Report

- Provides status of onboarded contracts and view of visibility entitlement
- Alerts when contracts are within 90 days of expiration

Contracts	
EXPIRING	
! Less than 90 days	25
! 91 - 179 days	34
✓ 180+ days	459
Total contracts	518
Yesterday	VIEW REPORT >

ZEBRA Contracts Export Report

Search for site All Devices

System Tags Search Tags

Yesterday

CONTRACTS
518

CONTRACT DETAILS
54,629 total devices

Contract count based on expiration date

Less than 90 days **25**

91 - 179 days **34**

180+ days **459**

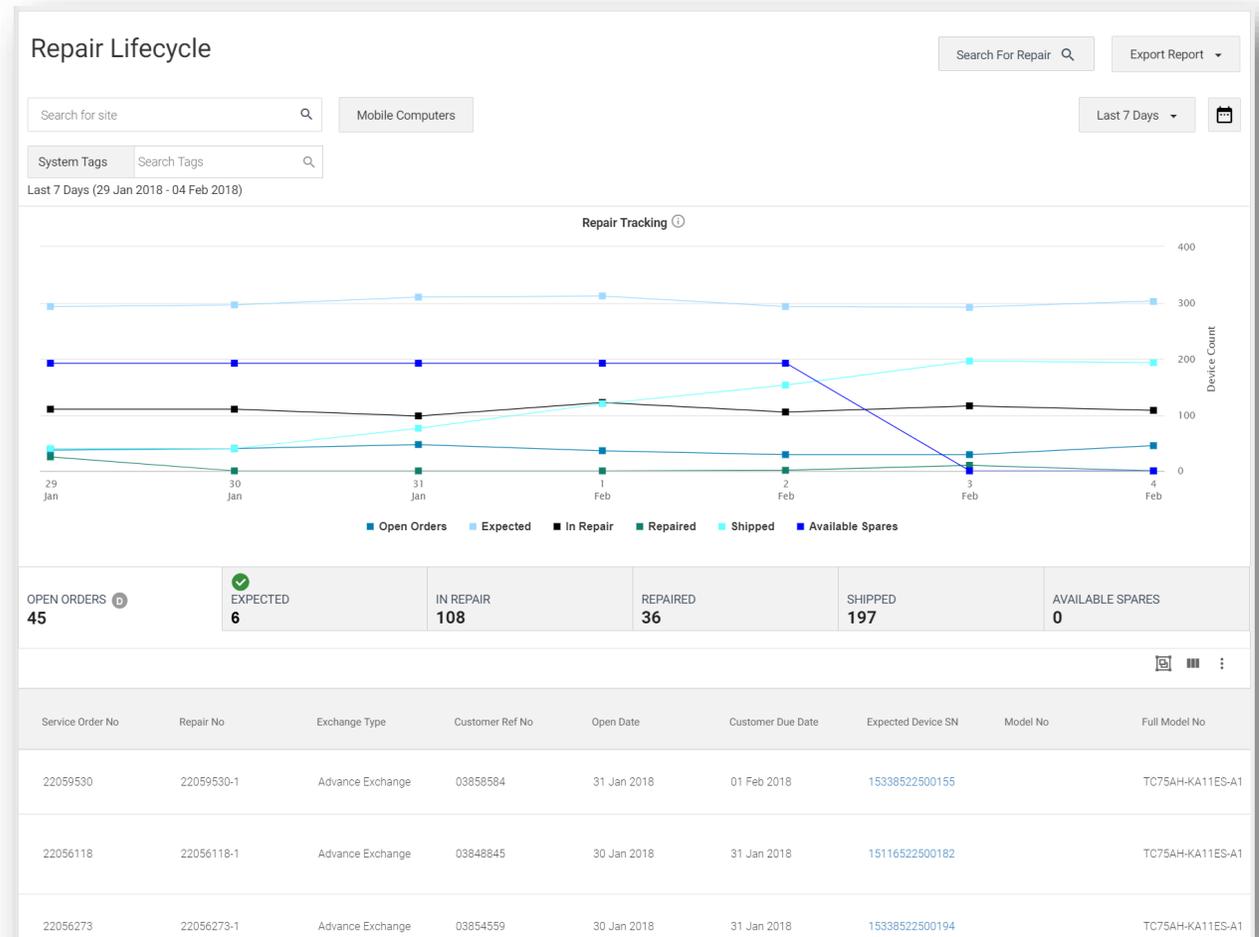
Contract	End Customer Name	Partner Name	Distributor Name	Start Date	End Date	Service Part Number	Description	Visibility Entitlement	De
175522	OVS_DEMO_REPAIR_32	ZEBRA		Feb 6, 2015	Feb 5, 2018	Z1AE-RS5XXX-3C00	3 YEAR ZEBRAONECARE ESSENTIAL	Online Repair Dashboard	5
175727	OVS_DEMO_REPAIR_32	ZEBRA		Feb 12, 2015	Feb 11, 2018	Z1AE-WT41XX-3C00	3 YEAR ZEBRAONECARE ESSENTIAL	Online Repair Dashboard	20
177982	OVS_DEMO_REPAIR_32	ZEBRA		Mar 16, 2015	Mar 15, 2018	Z1AE-WT41XX-3C00	3 YEAR ZEBRAONECARE ESSENTIAL	Online Repair Dashboard	10

Repair Lifecycle Report

- RMAs as they move through the repair lifecycle
- Alerts when Expected devices exceed 15/30 day threshold

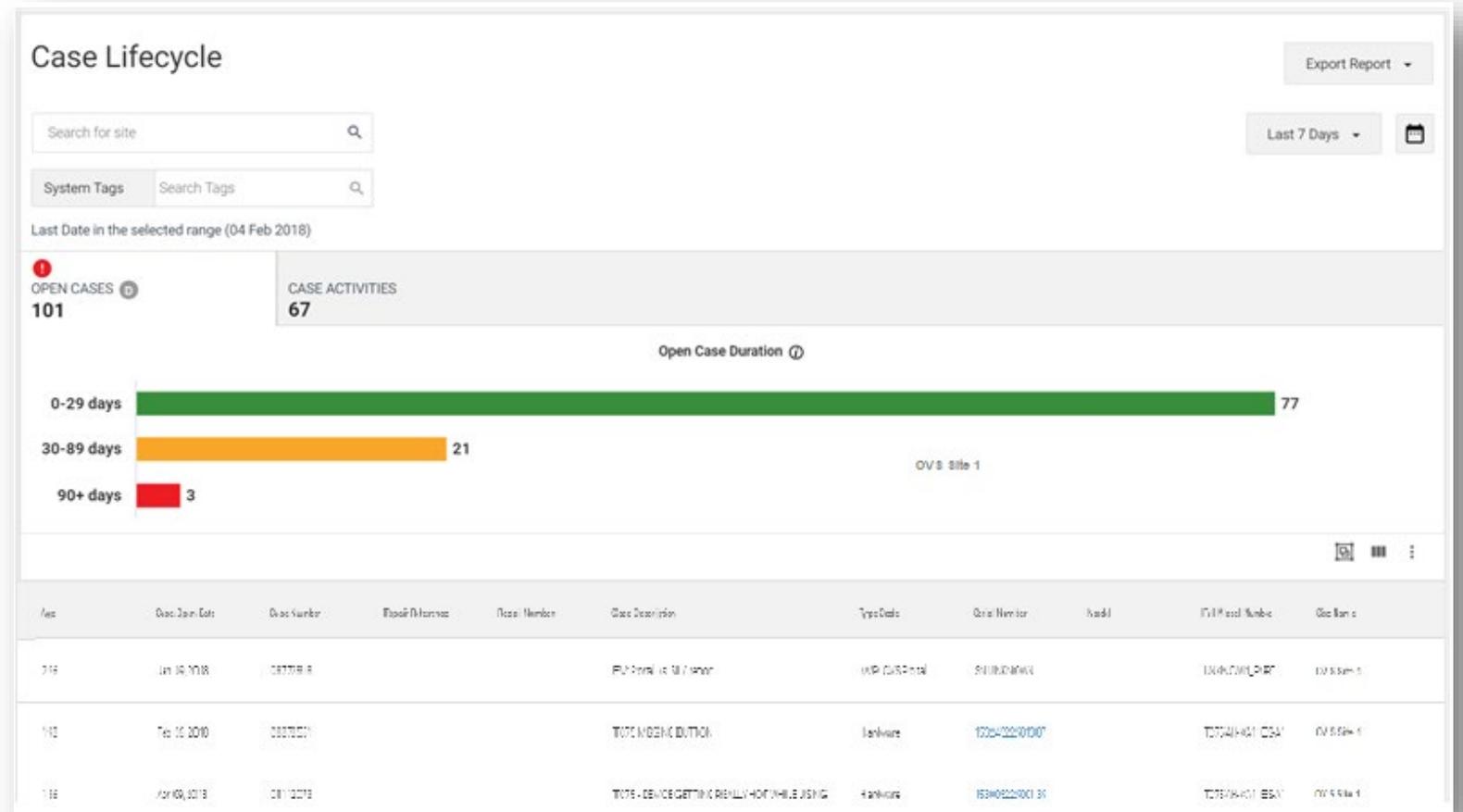
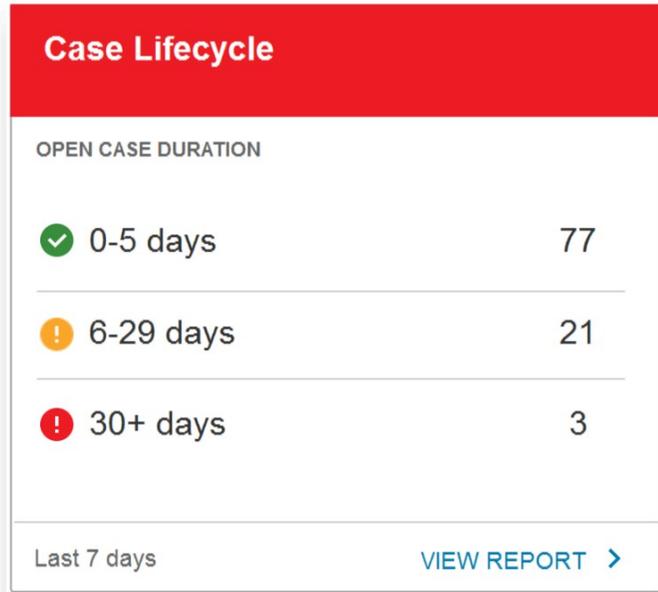
Repair Lifecycle	
Open Orders	45
✓ Expected	6
In Repair	108
Repaired	36
Shipped	197
Available Spares	80

Yesterday [VIEW REPORT >](#)



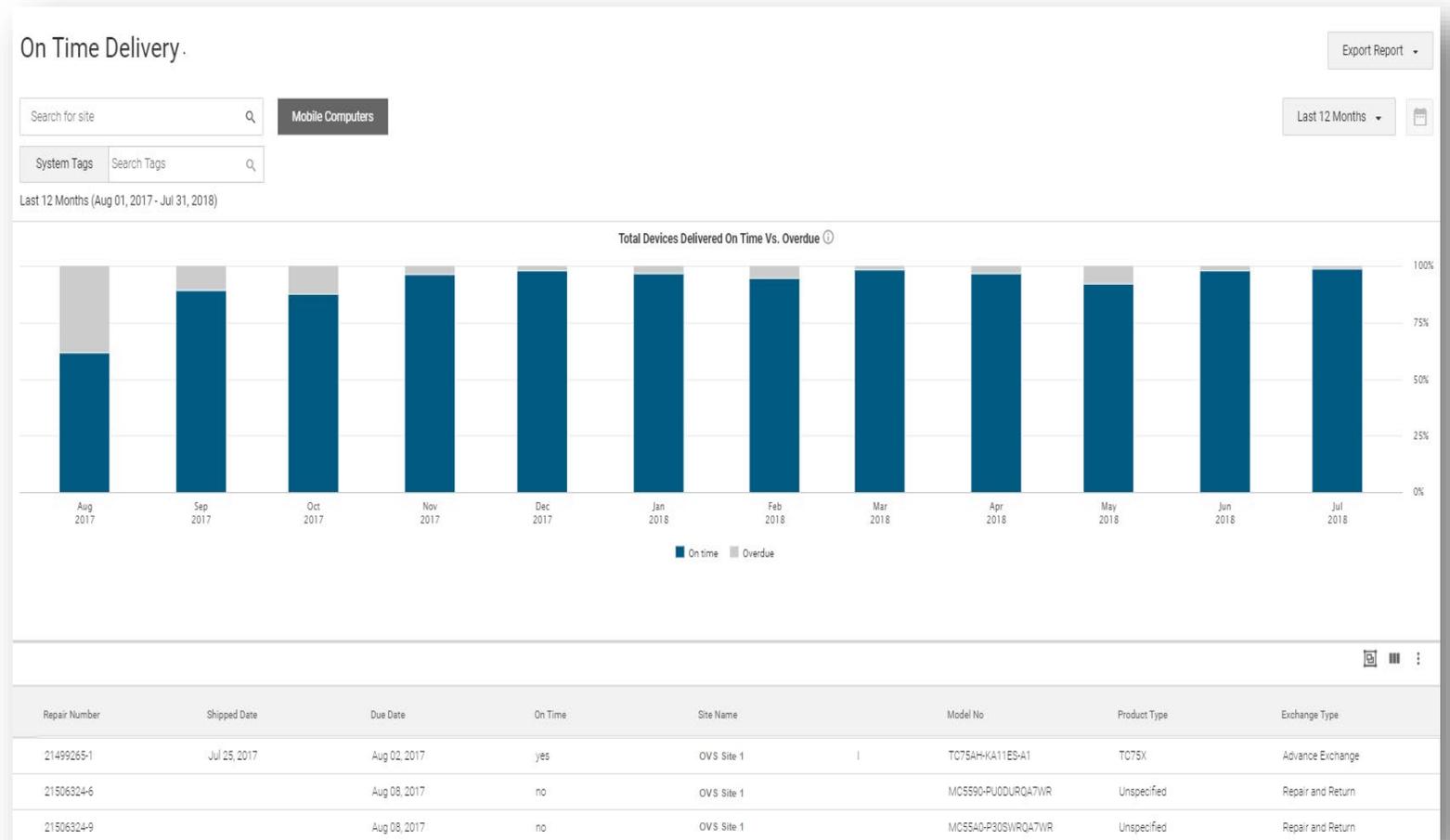
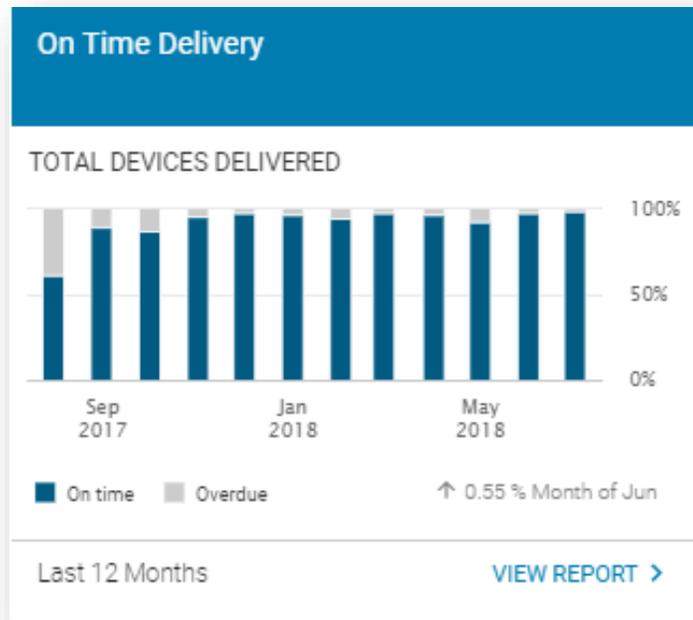
Case Lifecycle Report

- 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 Return Rate

!
No Trouble Found
 Last full quarter Q3 2019
 Top models with no trouble found

7.83% TC55X
 3.78% MC32XXG
 3.68% RS50X

✓
Damage
 Up to the end of Sep 2019
 Top models with damage

10.55% MC32XXG
 7.04% TC55X
 3.36% RS50X

[VIEW REPORT >](#)

Repair Return Rate
Export Report

Mobile Computers
System Tags
User Tags

Last 12 Months (Oct 01, 2018 - Sep 30, 2019)
Last 12 Months

!
No Trouble Found
 Last full quarter Q3 2019
 Top models with no trouble found

7.83% TC55X
 3.78% MC32XXG
 3.68% RS50X
 0.00% MC3200X
 0.00% WRIST

✓
Damage
 Up to the end of Sep 2019
 Top models with damage

10.55% MC3200G
 7.04% TC55X
 3.36% RS50X
 1.22% MC3200X
 0.00% MC55AX

Summary View as Percentage

Total Devices Returned

Repair Number	Customer Reference No	Received Device SR No	Product Type	Repair Month	Repair Complete Date	Classification	Exchange Type	Site Name
<input type="checkbox"/>	23261468-8-201908-201907	16110321650226	TC75	Oct 2019	Oct 01, 2019	Failures	Repair and Return	DEMO-C01-SITE-NAME-42
<input type="checkbox"/>	23330908-175-201908-201906	MC32NO-SI4HCHEI3	15243323022395	Sep 2019	Sep 25, 2019	Failures	Repair and Return	DEMO-C01-SITE-NAME-30
<input type="checkbox"/>	23330908-28-201908-201906	MC32NO-SI4HCHEI3	16205523021437	Sep 2019	Sep 25, 2019	Failures	Repair and Return	DEMO-C01-SITE-NAME-30
<input type="checkbox"/>	23330908-36-201908-201906	MC32NO-SI4HCHEI3	16288323022641	Sep 2019	Sep 25, 2019	Failures	Repair and Return	DEMO-C01-SITE-NAME-30

Repair Repeat Rate Report

- Trend of repaired devices returning within 30 days
- Percentage for both Repeat Gross (Failure + NTF) and Repeat Net (Failure Only)

Repair Repeat Rate

✓ **Repeat Net**

Last full month Feb 2018

Top models with repeat net

1.85% TC55X

0.0% WRIST

0.0% RS50X

✓ **Repeat Gross**

Last full month Feb 2018

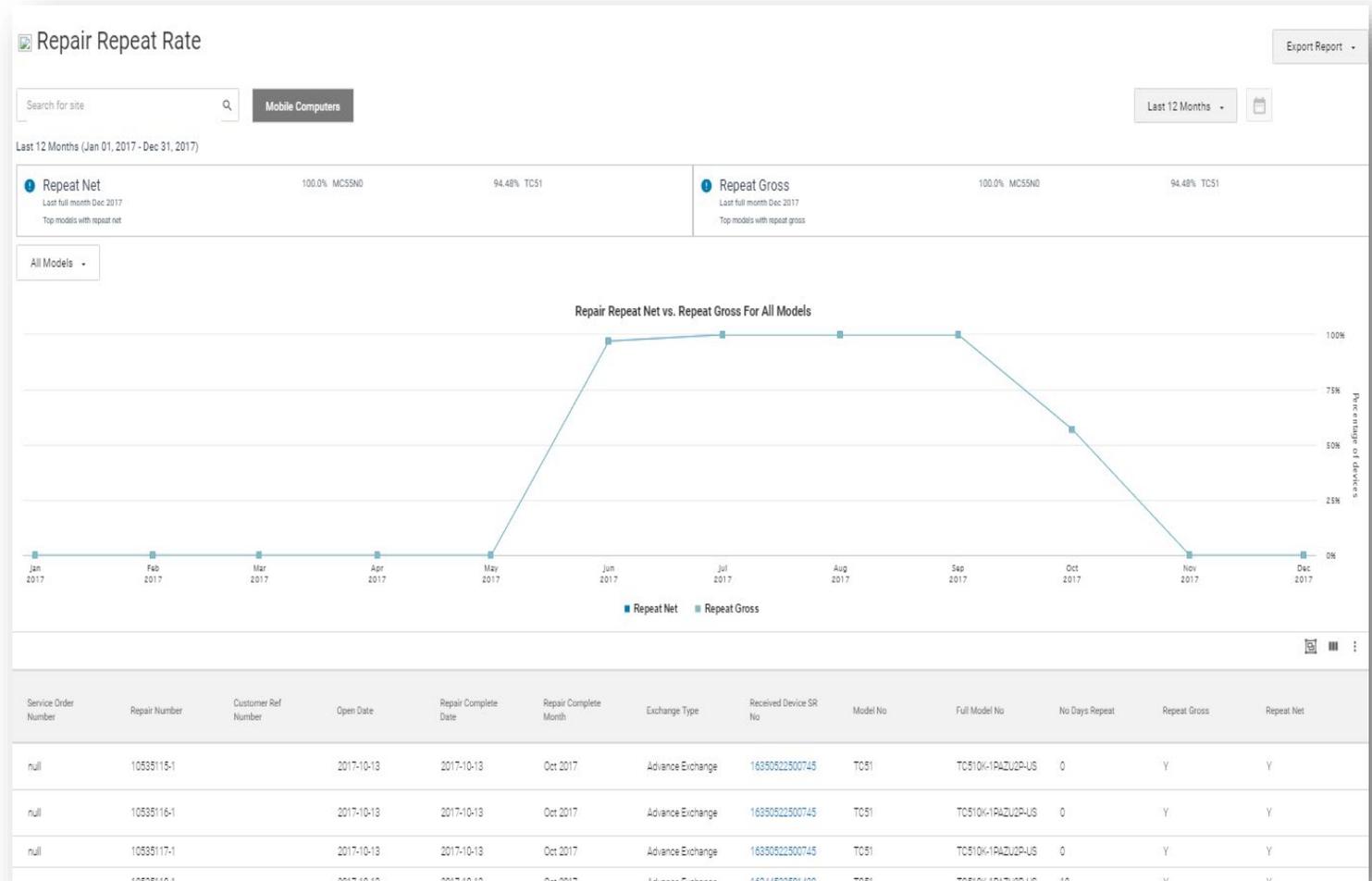
Top models with repeat gross

1.85% TC55X

0.0% WRIST

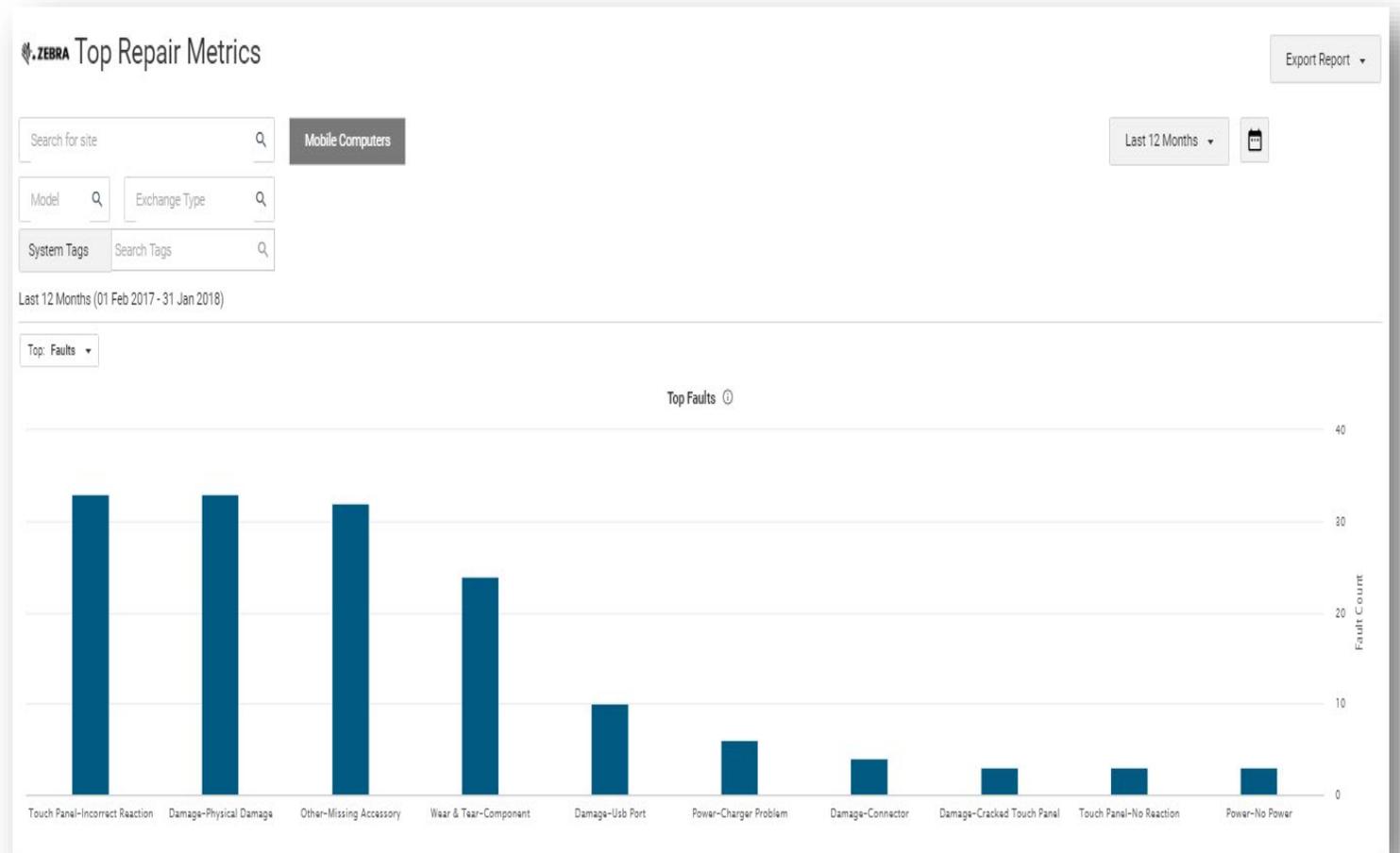
0.0% RS50X

Last 12 Months
VIEW REPORT >

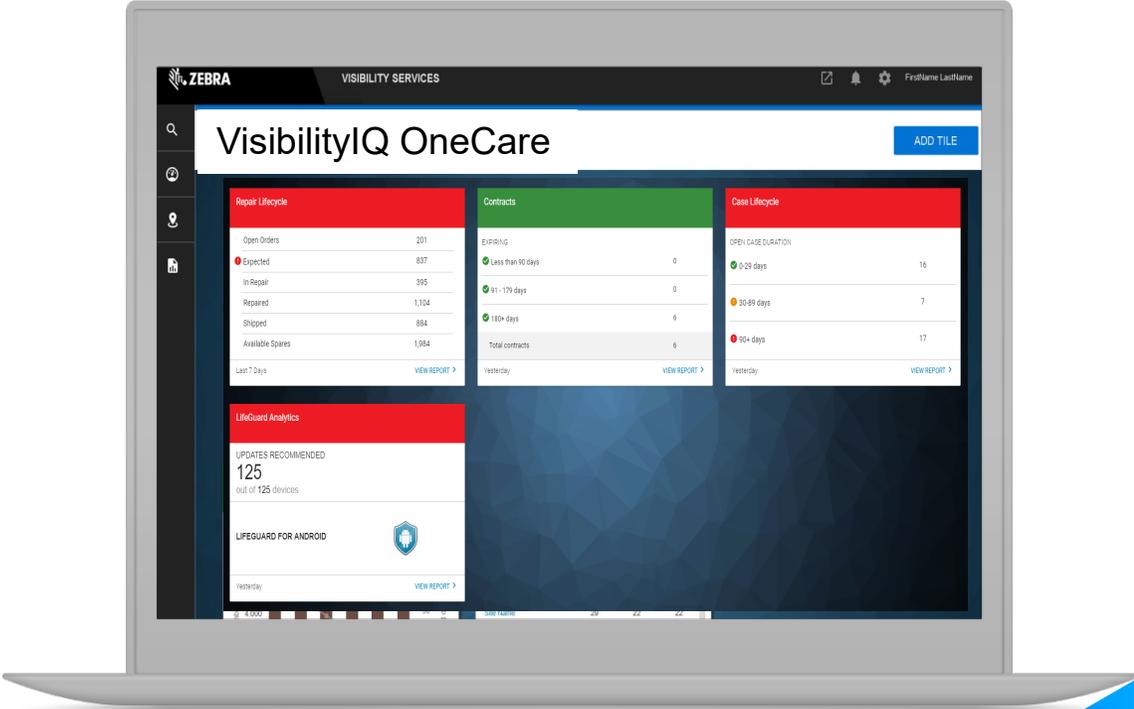


Top Repair Metrics Report

- Provides graphical ranking of Top: Sites, Problems, Faults, Faults on Damage units, Repeat Problems, Repeat Faults

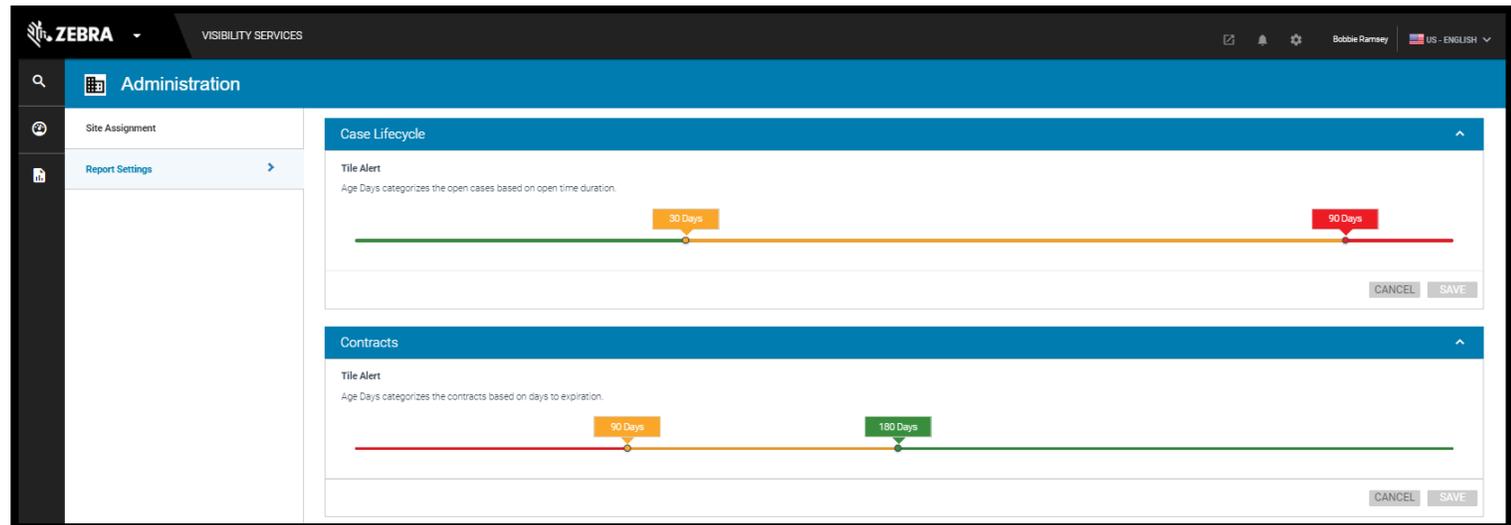


ADMINISTRATIVE FEATURES & CUSTOMER ONBOARDING



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



The screenshot displays the Zebra Visibility Services Administration interface. The top navigation bar includes the Zebra logo, "VISIBILITY SERVICES", and user information for "Bobbie Ramsey" in "US - ENGLISH". The main content area is titled "Administration" and contains a sidebar with "Site Assignment" and "Report Settings" (selected). The "Report Settings" section is divided into two panels: "Case Lifecycle" and "Contracts".

Case Lifecycle: The "Tile Alert" section shows a horizontal timeline with two markers: "30 Days" (orange) and "90 Days" (red). Below the timeline are "CANCEL" and "SAVE" buttons.

Contracts: The "Tile Alert" section shows a horizontal timeline with two markers: "90 Days" (orange) and "180 Days" (green). Below the timeline are "CANCEL" and "SAVE" buttons.

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



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