



This is Zebra Field Services Territory

Mobility solutions purpose-built to exceed expectations



This is the future **This is Zebra Field Services Territory**

What are your expectations for the future of field services?

Your customers expect more

More performance. More convenient ways to schedule service calls. More ways to hold you accountable for your performance, with a myriad of platforms for online ratings and review.

Future-facing businesses expect more too.

More speed from 4G

70% agree it's driving investment in new field operations technology.

More spending on mobile tech

62% are already investing – with 97% aiming for enterprise-wide use within 5 years.

More mobile-based admin

Almost half of organizations expect to be doing less than 20% of their fieldwork on paper by 2023*.

More emerging technologies

Businesses will have more capabilities to transform their field operations and make better decisions; take faster, more effective actions; and provide better customer service.

Whatever your expectations for the future of field operations, expect them to be exceeded. And if you're thinking of investing in field operations technology, expect Zebra to exceed your expectations too.

Because this is the future.

This is Zebra Field Services Territory.

*All stats sourced from Zebra's Future of Field Operations Vision Study.



This is data, mobilized This is Zebra Field Services Territory

Data drives business. Secure data on-the-move drives business faster, further and more efficiently.

When data is mobilized, it gives field services staff the ability to access information as quickly and easily as their colleagues in the office. Which means it puts the power in their hands, in the field, to perform more efficiently, more effectively, and more quickly.

The rise of IoT and the introduction of new technologies such as AR and VR, make a mobile tablet a toolbox of data. The field service technician's role can be enhanced, and their performance improved, with real-time availability of:

- customer service history
- product information
- maintenance routines
- warranty status
- SLA details
- related products and services information

This gives them complete insight to ensure a timely response and appropriate service, as well as the opportunity to make an add-on or up-sale.

And when the job is complete, data capture (of parts use and labor time, for example) can be immediate, automated and error-free. Once fed back to the business systems, this enables not only faster stock replacement, but also faster billing – extending the benefits of mobility throughout the enterprise.

If the mobile tablet is also equipped with GPS, then visibility of the field team's individual locations – cross referenced with SLA data and technician's skill levels – can enable better technician allocation, better fleet utilization and more responsive customer service.

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This is customer satisfaction This is Zebra Field Services Territory

In today's ultra-competitive business environment, meeting customers' expectations is no longer enough.

You have to exceed them.

One way you can is by capitalizing on your field service professionals – often your primary or only source of post-sale customer contact.

They're in the right place at the right time to improve customer satisfaction and loyalty. Yet research shows that their poor record-keeping and management are losing businesses up to 70% of potential revenue every single day.

Enhance customer satisfaction through
timeliness, efficiency and knowledge

Equip them with a powerful mobile device, and you can help them:

- **arrive** on time with the information, parts and materials they need for a first-time fix
- **act** as on-the-spot salespeople when cross-sell and upsell opportunities arise
- **make** the most of every customer contact
- **enhance** customer satisfaction through timeliness, efficiency and knowledge

It's far easier to ensure your customer service goes above and beyond when you equip your field service technicians with mobile technology purpose-built to exceed expectations.



This is fully equipped This is Zebra Field Services Territory

Are your field service technicians juggling a Bluetooth scanner, a camera, a signature pad and a GPS device?



Then changing to a Zebra ruggedized tablet will meet all their needs. And, more importantly, your customers' needs too.

With a tablet loaded with the right apps and running on 4G connectivity, your field service technicians can work smarter, work faster, and be fully equipped to improve customer service and enhance customer satisfaction.

- **Improve SLA compliance**
Mobile technology enables dynamic scheduling and faster dispatch of appropriately skilled technicians.
- **Reduce customer complaints**
Mobile technology can ensure the technician with the right skills is dispatched with the right parts – increasing the likelihood of a first-time fix. Poor performance from the initial repair is the leading cause of customer complaints.
- **Reduce customer disputes**
All service visit information is instantly accessible. Verification of completed work can be acquired on the spot with electronic signatures and immediately shared with business systems.

- **Reduce invoice errors**
Capture repair costs in real time for accurate billing.
- **Increase customer satisfaction, retention and referrals**
More flexible and accurate scheduling improves on-time arrival performance for technicians. 43% of customers would recommend a company whose technicians were 15 minutes late. 70% would recommend a company whose technicians arrive on-time.

A significant portion of company revenues come from services, that's why choosing the right tablet can help you grow your bottom line.*

More flexible and accurate scheduling improves on-time arrival performance for technicians.

*All stats sourced from Zebra's Future of Field Operations Vision Study.

This is efficiency This is Zebra Field Services Territory

Mobile technology can ensure business efficiency starts in the field – and doesn't end there.

The right mobile solutions will spread the benefits of increased productivity and reduced costs, enterprise-wide.

Right place, right time

Mobile connectivity, GPS and dynamic dispatch can reduce technicians' journey times on service calls, and minimize the effects of last-minute schedule changes or emergency calls. Shorter journeys mean lower fuel costs, lower vehicle maintenance costs, and less time spent travelling, more time spent servicing customers.

Right parts

When field staff lacks real-time connectivity, enterprises have to maintain high levels of inventory on vehicles and parts to cover all eventualities. Cash flow and profitability both suffer as a result. Mobile connectivity enables real-time inventory management, so stock levels can be optimized without compromising availability.

Right data

Paper forms are an open invitation to errors and delays. Automated data collection via a mobile device eliminates human error and accelerates incorporation of information into the relevant business systems – increasing the speed and efficiency of everything from parts ordering to customer invoicing.

Right records

With all historical service visit information correctly recorded, securely stored and easily accessible, customer issues and disputes can be resolved quickly.

Mobile connectivity, GPS and dynamic dispatch can reduce technicians' journey times on service calls, and minimize the effects of last-minute schedule changes or emergency calls.

This is connectivity This is Zebra Field Services Territory

Out in the field no longer has to mean out of touch. And staying in the loop no longer means keeping hold of your smartphone.

Now, a Zebra tablet solution can do so much more – and help your team do so much more in a day: from first call to last task.

A day in the life in the field	
8:00am	Dave is at home , ready to start work. He downloads his itinerary for the day: 6 to 7 visits (to be updated in real time as new information or customer calls come into headquarters).
8:05am	He gets into his vehicle and plugs his Zebra tablet into the mobile dock. Despite leaving the tablet on all night because he was on call, it still has plenty of battery life left. Built-in GPS enables headquarters to identify his location, to help with work scheduling and optimize fleet utilization. A reliable, secure connection ensures they are always in touch.
8:50am	The tablet's satellite navigation app finds Dave the fastest route through the rush hour to his first appointment. He accesses the repair notes and other customer information – and sees the customer warranty is about to expire. The notes throw up another query, leading him to use his tablet to send an SMS Communication to the Call Center for additional information.
9:00am	Dave and the customer meet. Dave mentions it's been 9 months since the last technician's visit. Customer is pleased and impressed that Dave is so well-informed.
9:05am	After using the tablet to scan the product's barcode to confirm make, model and other information, Dave begins his assessment of the equipment. Unfortunately, his device slips out of his hands but – because it's a Zebra ruggedized tablet – there's no damage done. He continues his assessment, accessing exploded diagrams and videos to help with his diagnosis of the equipment.

This is connectivity This is Zebra Field Services Territory

A day in the life in the field

9:35am	With the issue identified , Dave realizes he doesn't have the necessary replacement part in his van, so he accesses the parts inventory list at headquarters to check availability.
9:40am	Dave takes a photo of the job on his tablet and saves it with the customer notes. He arranges a convenient time with the customer for a return visit and enters it directly into his live calendar. The customer signs off on the visit as completed and a customer service email is automatically triggered without any headquarters resource required.
9:45am	Dave draws the customer's attention to the imminent expiration of their warranty. Using the warranty brochure on his device for reference, he upsells an extension – which also automatically triggers a customer email, this time with an invoice.
10:00am	Returning to his vehicle and docking the device, Dave uses the GPS to navigate to the rest of the day's appointments.
12:45pm	Stopping in a coffee shop for lunch , Dave watches a training video on his tablet while he eats his sandwich.
3:45pm	With his scheduled appointments completed , Dave uses the find-a-job function to identify a job that's close. He makes his final customer visit and resolves the issue.
5:00pm	His working day done , Dave's device uploads all the data it has gathered from the day's appointments. Back at headquarters, it's readily available on dashboards for review by his team leader and others.

This is a game-changer This is Zebra Field Services Territory

When you want to change the game, there's no point in playing around. You have to design and build a product that goes further, does more and does it better than ever before.

That's why the Zebra L10 rugged platform is purpose-built to exceed expectations.

With a choice of tablet configurations, and a shared accessory ecosystem, it sets a new standard not only in field-based computing, but in vehicle- and office-based too.

One rugged mobile computer platform. Numerous performance, security, connectivity and accessory options.

CPU options for more speed

More CPU options mean more speed to get through tasks. A choice of four Intel processors for Windows, or a Qualcomm Snapdragon 660 for Android. Plus, a range of RAM and storage options.

More tools for more capabilities

Latest-generation NFC, Bluetooth, Wi-Fi, GPS and 4G LTE mobile broadband technologies for uninterrupted connectivity.

And whatever your application, a range of workflow-specific tool options lets you get on with the job – including:

- true serial or HDMI-in port
- UHF RFID reader (AEI)
- built-in bar code reader (XPad only)
- RJ-45 jacks and multiple USB ports standard
- front-facing and 13MP rear-facing cameras
- built-in mics for VoIP collaboration

More rugged for more practicality

Rated for a 6ft drop while operating, and able to maintain its IP65 rating even with the port doors open, the L10 platform defines a new standard for rugged tablets. Suitable for use in cold storage, blowing dust or driving rain, the L10 platform features daylight- or sunlight-viewable reinforced glass displays, and optional 5 pass-through antennas – making it ideal for mounting in any type of vehicle.



One rugged mobile computer platform. Numerous performance, security, connectivity and accessory options.

This is every base covered **This is Zebra Field Services Territory**

Whether you require a lightweight rugged tablet, an enterprise-class business tablet, or one of the fastest rugged tablets on the market, these are the leaders in the field.



L10

- Windows with Intel Core-Series or Intel Pentium-series processor / Android with Qualcomm processor
- 4G LTE card (optional with Windows)
- standard hot-swappable battery (Over 24-hours of power with extended life accessory battery)
- choice of slate, rigid handled, or 2-in-1 tablet



XSLATE R12

- slate or 2-in-1 tablet / laptop-replacement device
- active Pen and touch input / magnetically-attached Companion Keyboard option
- MIL-STD-810G tested / IP54 rated
- 12.5" View Anywhere™ display



ET56

- Android or Windows
- GPS / NFC / fast Wi-Fi / cellular wireless
- 2 integrated cameras
- Bluetooth or attached barcode scanners
- passive stylus or finger input (gloved or not, even on wet screen)

This is every base covered This is Zebra Field Services Territory

Software

Mobility DNA

A unique software ecosystem transforms Android™ into an enterprise-ready force, simplified mobile platform management with maximum control and security. Integrating apps and mobile devices is fast, easy and problem-free.

SimulScan

Powerful document and barcode scanning software, enabling next-level process automation.

PowerPrecision

Batteries and software tools enable more efficient power management for longer-lasting mobile productivity.

Accessories

A choice of standard or extended life batteries, together with a wide range of accessories such as docking solutions, input devices and carrying cases make the L10, ET56 and R12 tablets perfectly adaptable to every application, every location and every user.

Services

Zebra OneCare Support Services

Choose from Essential, Select and Premier, to support your critical operations and help improve your business outcomes. Unmatched from-the-manufacturer support: from fixing breakages, to device replacement with same-day shipping, to software release, incident- and problem-management.

Zebra VisibilityIQ OneCare

Provides actionable insights into your devices no matter where they're located with threshold-based email alerts to enable proactive management, optimized device availability and maximized asset utilization.

Powerful document and barcode scanning software, enabling next-level process automation.



This is the difference This is Zebra Field Services Territory

Mobile technology and tablets are not new. Consumers have been using smartphones on the move for many years.

But a consumer is not the same as a field operative. Being on the move is not the same as being out in the field. Keeping track of your social media is not the same as maintaining business-critical communications and utilizing essential business apps.

That's why replacing consumer devices in the field with purpose-built, ruggedized, enterprise-grade devices makes a real difference in productivity, efficiency and costs. Especially if you choose devices purpose-built to exceed expectations.

Key criteria

Zebra has one of the widest ranges of ruggedized mobile computers and tablets available which – compared with competitive devices – offers:

- greater memory capacity
- brighter displays
- enterprise-class connectivity
- higher-resolution camera
- faster processors
- longer battery life
- improved ergonomics
- comprehensive support



This is complete This is Zebra Field Services Territory

Your territory may be an industrial site, a chemical refinery, a manufacturing facility. You may be maintaining a machine, repairing a vehicle – even fighting a fire.

Whatever your territory, this is Zebra Field Services territory too. Because there's no industry sector providing field services which can't benefit from a Zebra ruggedized solution.

- **Industrial**
Chemicals - Consumer Products
- Electronics - Food & Beverage
- Industrial - Metal, Plastic, Glass -
Transportation Equipment - Textiles
- **Utilities**
Electric - Gas - Water - Telecom
- **Consumer**
Cable - HVAC - Green Energy -
Property Maintenance
- **Critical Services**
Police - Fire - Ambulance

Wherever your field team is operating, with Zebra technology they can do it more effectively, more efficiently and with better connectivity and access to:

- colleagues
- data
- tools
- systems
- the wider enterprise

But technology is only part of the story.

Zebra supplements its tech with experience and expertise, and a comprehensive support network, to ensure higher productivity and a lower Total Cost of Ownership.

This is a complete solution, ensuring that in the field and in-house, your teams will find it easier to work smarter with Zebra. Exceeding your and your customers' expectations. Completely.

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