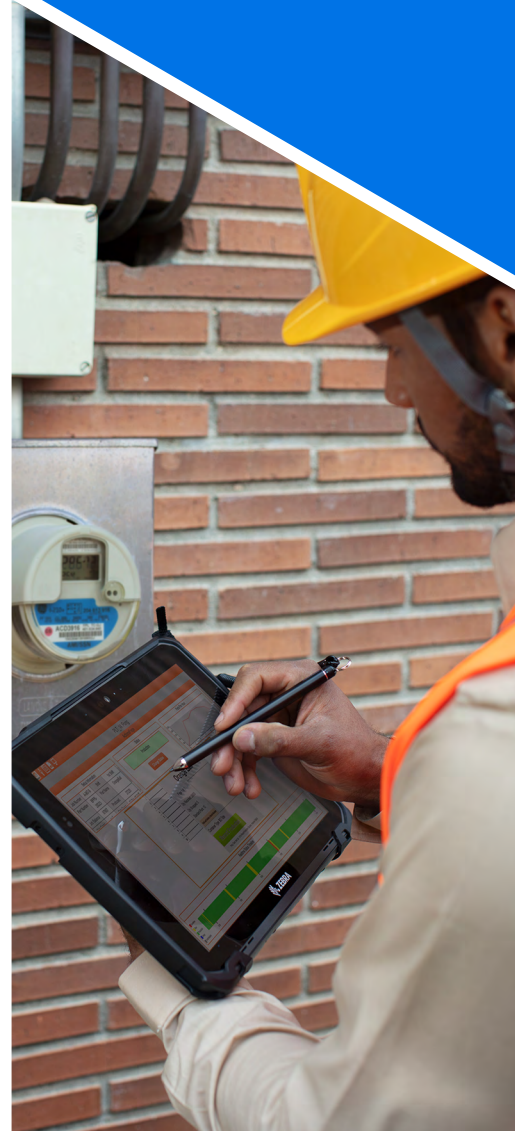




Field Service Deserves Rugged, Reliable Technology

Service technicians and field workers face everyday challenges that demand extraordinary solutions.



Overview

What Happens in the Field

We all rely on the uninterrupted operation of our infrastructure—electricity, phone and Internet service; water and natural gas delivery systems; roads and traffic control systems and more. Our daily comforts, livelihoods and welfare depend on a complex system of utilities and services that must be installed, maintained and repaired by properly trained, equipped and supported field workers.

Rugged and dependable mobile devices are critical tools for field service crews. Choosing the right mobile solution for your field operations calls for a thorough understanding of the challenges and requirements facing your field team.

Decision-Makers and Influencers

Potential field service equipment purchases deserve informed, objective evaluation from multiple viewpoints.

Operations Technology (OT)

As an operational manager, you need to know the truck is running on the correct route, on the correct schedule, with the resources necessary to complete the work safely and efficiently. You need devices that provide visibility, insight and communication with crews working in the field.

Information Technology (IT)

As an IT administrator, you want solutions that are dependable, easy to manage, and cost-effective. You should also consider platform stability—how will minor changes to a platform from one generation to the next affect the larger ecosystem of accessories and applications?

Field Service Technicians

Your field technicians know better than most what conditions their equipment will have to endure, and what functionality and features it needs to have. Some capabilities are essential, others optional, while some might be unnecessary. Ask your experienced field technicians about their equipment needs.

- Rugged design
- Extreme temperature tolerance
- Integrated barcode or QR code scanner
- RFID reader
- High-resolution camera
- Voice and secure text communication
- Video communication
- Long battery life
- Sunlight-readable displays
- Fast wake from hibernate mode
- GPS locationing
- Touchscreen (with and without gloves)
- Stylus writing to text conversion
- Keypad/keyboard utility

Field Service Obstacles

Field service providers and personnel face a wide variety of challenges on the job, and their equipment must be up to the task.



Environmental Conditions

Conditions in the field demand rugged designs beyond what typical consumer devices are meant to handle. When you're in the field, a tablet resting on an equipment cabinet or docked inside a vehicle in sunlight can easily reach temperatures well above 100°F (38°C) on an ordinary summer day—or below freezing during an average winter shift. Notwithstanding these conditions, essential equipment must continue to function normally, or work will be interrupted or delayed.



Extreme Weather and Emergencies

As wildfires, storms and other extreme weather events grow more frequent and destructive, the resilience and reliability of our infrastructure are more important than ever—and entirely dependent on the workers who maintain them and respond to emergencies. Accidents and natural disasters can cause extensive damage and prolonged outages—and restoring normal operations as quickly as possible demands maximum effort and efficiency.



Labor Shortages

Service providers are becoming increasingly shorthanded, so it's especially important to ensure that your teams can operate safely, efficiently and effectively. Rugged mobile devices purpose-built for field service provide real-time communication and coordination among field workers and operational supervisors, allowing workers to complete more tasks, more quickly by ensuring that the appropriate personnel and resources are in the right place at the right time.



Supply Shortages

Repeated disruptions in manufacturing and shipping have led to unexpected shortages and unpredictable supply lines, such that necessary parts, equipment and other resources are sometimes in short supply. Making intelligent use of inventory requires always knowing where every necessary component is located, and quickly routing it where it needs to go. With the right mobile solution, trucks can be loaded with the necessary tools and supplies at the start of every shift, and inventory reports can be updated and available in real time.

Requirements

Field Service Requirements

As mobile solutions become increasingly critical to field operations, they introduce new capabilities and efficiencies.



Reliable, Real-Time Communication

The ability to coordinate activities and schedules with operational managers in real time is crucial for field workers, ensuring they complete the job safely, correctly and efficiently. And with two-way video communication, they can benefit from the advice and direction of a remote subject matter expert without leaving the worksite to consult.

Intuitive, Accurate Data Capture

Paper-based workflows are increasingly obsolete, replaced by mobile devices and digital documentation. More than just work orders and signatures, however, field workers must be able to take accurate measurements, document worksite conditions, scan barcodes and serial numbers, capture photo and video evidence, and more to help improve efficiency and worker safety in difficult conditions.

Effective, Convenient Self-Training

Field workers frequently need to become familiar with new equipment and procedures. Educated, highly skilled employees are more efficient, more innovative and more capable. Streaming videos and other self-paced digital learning opportunities enable personnel to take advantage of flexible time to develop their expertise and improve their understanding of the work in front of them.

Dependable Technology

When a critical mobile device fails to perform, work cannot proceed—when it doesn't work, you don't work. Field service personnel need technology they can count on under less-than-ideal conditions when conventional consumer devices—even ones in rugged cases—break or simply shut down. Versatile mobile devices should be equipped to take advantage of the latest 5G communications, while remaining backward-compatible with previous wireless standards in rural areas and older coverage areas.

Operational and Administrative Requirements

A well-rounded mobile solution has advantages that extend beyond applications in the field.



Ecosystem of Interchangeable Accessories

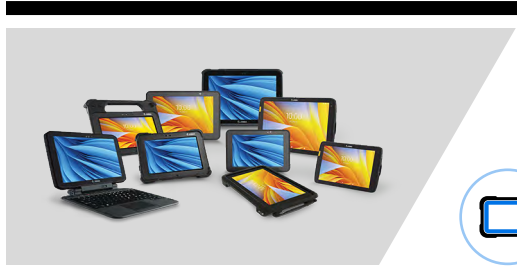
A complete mobile solution consists of more than just a fleet of mobile devices. It requires compatible cases, detachable keyboards, quick-release vehicle mounting solutions, charging cables and more. Accessories extend the functionality of devices, making them compatible with specific uses in different environments and enabling field workers to be more efficient at their tasks.

Simplified, Consolidated Device Management

Enterprise-class mobile device management allows IT administrators to monitor and manage the health and performance of devices in the field, as well as push software updates remotely on their own schedule, when and how they want. This ensures your device fleet has the most recent and secure software, enhancing its reliability and efficiency.

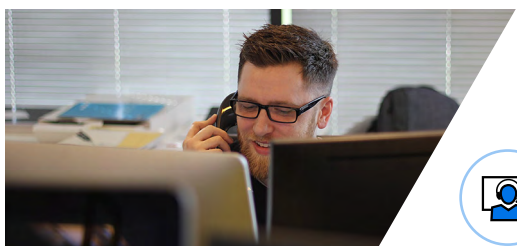
Key Considerations

As you evaluate what your field technicians have and what they need, think about the following and how they might help empower your team and improve the level of service you provide.



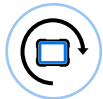
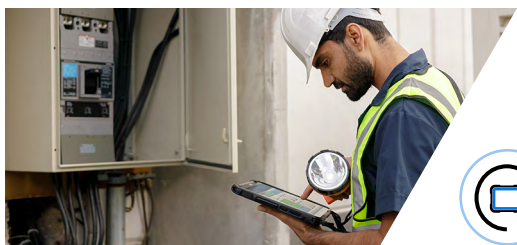
Rugged Product Portfolio

Rugged mobile devices that are purpose-built for field service applications and engineered to withstand extreme environmental conditions as well as everyday wear and tear can reduce service interruptions, minimize downtime and allow your team to cover more ground.



Enterprise-Class Service and Support

When your technicians are on-site, you'll want assurances that they—and you—have a reliable service and support system that's structured for business and IT professionals.



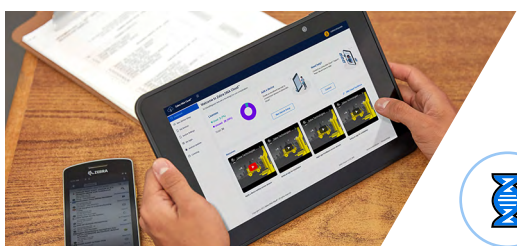
Long Product Lifecycles

Investing in mobile solutions can be costly. To ensure your IT venture is reliable and will perform for many years, ask about the solution's average lifespan. Purchasing devices that have longer lifespans can improve ROI and reduce TCO.



Cybersecurity

Cybersecurity threats have evolved at a rapid pace. Make sure the solutions you provide your workforce have safeguards in place, so your devices and critical data don't become compromised.



Mobility DNA

Technicians need to work safely and efficiently. Look for solutions that include software tools and applications that can help businesses integrate, secure, deploy, manage and optimize their mobile devices at every stage of their long life.



“Zebra’s devices are rugged and built to last, and are backed with smart enterprise tools that make them easy to manage throughout the lifecycle.”

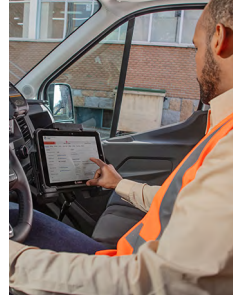
Kerry-Anne Harrison

Digital Business Change Program Manager, Scottish and Southern Electricity Networks

For More Information



Discover trends affecting field service in the Zebra vision study, [The Future of Field Operations](#).



Explore our portfolio of [Zebra rugged tablets](#) engineered for harsh conditions and field applications.



See how Zebra tablets and accessories enhanced field operations for the [Scottish and Southern Electricity Network](#).



Learn how [Zebra Mobility DNA](#) applications can simplify your device lifecycle management.



Get more information about [Zebra rugged tablets](#) purpose-built for field service.



Choose the right rugged [Windows tablets](#) for your field service organization.

Visit www.zebra.com/utility to learn more about Zebra products and solutions made for field service.



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