



## Zebra Technologies Learning Services

### CREATE EFFECTIVE LEARNING JOURNEYS THAT WILL ACCELERATE END USER ADOPTION OF NEW EDGE-DATA SOLUTIONS

A fully trained workforce will be able to conduct new tasks more effectively and efficiently. But for some organizations with seasonal workers or a high turnover of staff, the prospect of bringing everyone up to speed quickly is a major challenge. In others, training staff on a new technology can take too long and some of the immediate benefits it offers are then lost in the process. So how do you guarantee faster end user adoption of new edge-data solutions?

Learning Services are a Zebra Signature Service that ensure your employees acquire the knowledge they need to help deliver rapid returns on your investment.

Available across all Zebra products and solutions, and for all roles and skills, Learning Services offer a variety of formats to suit your needs. Whether you prefer on-demand eLearning or instructor-led training, with expertise and insight from Zebra you can be sure you are ready to embrace a new data solution on day one and beyond.

#### Tailor learning to your people

Different people learn in different ways, so Learning Services are designed to provide you with more flexibility – whether it is in a classroom or via video modules.

For more information, email [learningservices@zebra.com](mailto:learningservices@zebra.com)  
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## Fast track end user adoption

Zebra's learning services provide multiple ways to maintain momentum and speed up training. The result is a workforce that understands the new solution and is ready to start working with it on day one.

## Monitor and optimize training

With reporting and metrics, you get to see what's working and what's not. Via a dedicated Learning Management System or the back-end analytics functionality available for **Video on Device** and **Know it Now**, you can track training performance and compliance, as well as identify common work-flow issues and potential training requirements.

# At-A-Glance: Learning Services

Learning Service Offer	Overview	Business Impact
<b>Video on Device (VOD)</b>	On-the-job learning and support via Zebra's easy-to-use on-device application and short micro-learning videos. A one-time perpetual license per device includes support for the first year, a standard overview video featuring common device functions and 5 basic troubleshooting videos. A subscription for year 2 and beyond support is available. Custom learning videos can be purchased as requested.	<p>Zebra's range of learning services offers multiple delivery formats, provide learning tailored to the needs of your workforce and delivered precisely when, how and where it's needed, resulting in:</p> <ul style="list-style-type: none"> <li>• High student engagement</li> <li>• Increased employee competency</li> <li>• Increased worker productivity</li> <li>• Increased job satisfaction</li> </ul> <p>And ultimately:</p> <ul style="list-style-type: none"> <li>• Increased user adoption</li> <li>• Accelerated ROI</li> </ul>
<b>Know it Now (KIN)</b>	Bite-size, tailored learning videos or training content mapped to specific points of an application providing contextual awareness to the user in the moment of need. Alongside the one-time perpetual license per device, an initial fee covers custom development and setup. Support is included for the first year, with a subscription for year 2 and beyond support available.	
<b>Instructor-Led Training (ILT)</b>	Zebra's ILT offering provides Interactive, hands-on training delivered by experienced learning professionals on-site in a classroom setting or in small groups. Training can be on multiple topics including: the fundamentals of the Zebra device, Zebra or third-party applications, or customer processes and can be tailored to the customer's solution, specific user roles and employee-specific training needs.	
<b>Virtual Instructor-Led Training (VILT)</b>	Remote instructor-led training in a virtual classroom using a web conferencing or training tool.	
<b>Online Training (OLT)</b>	A self-paced, custom-built and customer-branded online training module accessible via a PC or mobile device, suitable for loading in any SCORM-compliant Learning Management System (LMS).	
<b>LMS as a Service</b>	Zebra's Learning Management System offering provides a platform to host online training content, to enrol and subscribe instructor-led and virtual instructor-led training offerings, as well as providing compliance reporting and metrics.	

## Why Zebra

At Zebra, we recognize that for businesses to compete they must become as smart and connected as the world we live in. While other providers focus on their own products, we focus on your business priorities. Learning Services are just one example of how we do this by creating customized learning journeys that lead to rapid ROI from the faster adoption of new edge-data solutions.

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