



First Look

Zebra Technologies HC20/HC25 & HC50/HC55 Mobile Computers 2026

Reducing Clinical Device Complexity & Downtime
Through Enterprise Mobility Solutions



Zebra Technologies HC20/HC25 & HC50/HC55 Mobile Computers Reducing Clinical Device Complexity & Downtime Through Enterprise Mobility Solutions

Why This First Look?

Consumer-grade devices can struggle in healthcare settings due to frequent sanitation demands, limited battery life, and a lack of healthcare-specific functionalities. These limitations impact provider organizations' operational/clinical outcomes and lead to communication gaps, runaway costs, and inefficient workflows. In an effort to address these issues, Zebra Technologies offers durable, purpose-built, and enterprise-grade mobile devices with features like hot-swappable batteries and partnership-oriented support. This report explores current customers' experiences with Zebra Technologies' solutions.

What Do the HC2X & HC5X Do?

(a customer explains)

"Zebra Technologies provides a converged, clinical mobile device on a highly flexible, versatile platform. They offer granular, device-level tracking and deliver security updates for zero-day vulnerabilities and required operating system or security patches to prevent malfeasance." —Manager

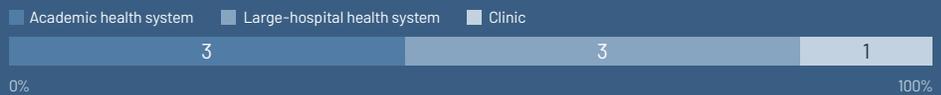
Bottom Line

Respondents report that Zebra Technologies' solution is highly effective for improving clinical communication, device reliability, and workflow efficiency. They appreciate the device durability, responsive vendor support, and tailored hardware features. While interviewed customers praise the commitment to partnership and the ability to standardize their device fleets, they hope for further advancements in device ergonomics, size, and formalized training. Overall, respondents are satisfied with the solution and would purchase it again.

of Customers Interviewed by KLAS

8 individuals from 7 organizations (Zebra Technologies shared a list of 14 unique organizations; the list represents the number of customers that agreed to participate in interviews)

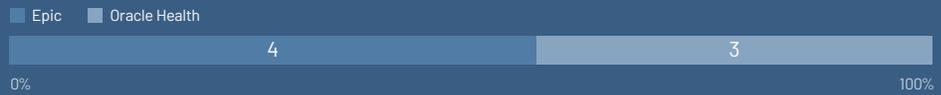
Survey Respondents—by Organization Type



Top Reasons Selected

Android compatibility, barcode-scanning workflows, hot-swappable batteries, enterprise durability, strong vendor support

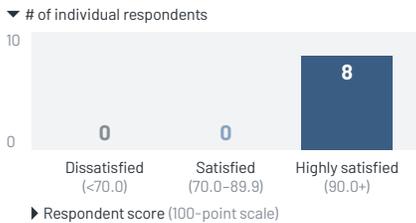
Customer-Validated EHR Integration



Zebra Technologies HC2X & HC5X Customer Experience: An Initial Look

Distribution of Overall Performance Score

Based on individual respondents, not unique organizations



Key Performance Indicators

Supports integration goals	Product has needed functionality	Executive involvement	Likely to recommend	
A* (n=7)	A* (n=7)	A+* (n=7)	A+* (n=7)	
Medical equipment grading scale (1-9 scale)				
A+ = 8.55-9.0	B+ = 7.65-7.91	C+ = 6.75-7.01	D+ = 5.85-6.11	F = <5.22
A = 8.19-8.54	B = 7.29-7.64	C = 6.39-6.74	D = 5.49-5.84	
A- = 7.92-8.18	B- = 7.02-7.28	C- = 6.12-6.38	D- = 5.22-5.48	

*Limited data

Would you buy again? (n=7)

Percentage of respondents who answered yes



Note: Percentages are calculated based on individual respondent counts, not unique organizations.

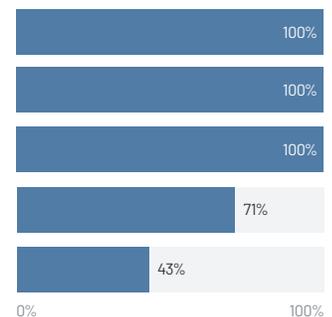
Outcomes Expected by Customers

- Achieved
- Unexpected outcome
- Pending
- Not achieved
- Enhanced control and testing capabilities with software
- Improved clinical communications and workflow efficiency
- Hot-swappable batteries for uninterrupted device use
- Reduced patient transition time between departments

Adoption of Key Functionality

Percentage of interviewed organizations using functionality (n=7)

- Disinfectant-ready housing:** Designed for infection control with medical-grade plastics and minimal crevices; withstands frequent cleaning, ensuring durability while helping reduce pathogen transmission
- Integrated barcode scanning:** Enhances patient safety/efficiency with integrated scanner for instant capture of 1D/2D barcodes, eliminating the need for separate devices
- True hot-swappable battery:** Enables uninterrupted workflows; clinicians can replace batteries mid-shift without powering down, losing data, or dropping network connectivity
- Wi-Fi connectivity/device management:** Delivers enterprise-grade Wi-Fi for fast, reliable connectivity; simplifies device management, OS security updates, and locating lost or powered-off devices
- Programmable duress button:** Boosts staff safety with a one-press, programmable button that instantly triggers emergency calls with a controlled activation sequence to reduce false alarms



Time to See Outcomes



Strengths

Responsive, committed, and effective support people who quickly address issues



"The key strengths of Zebra Technologies are their support team and their account team. The vendor is quick to help identify if we have an issue, and they are willing to fix issues very quickly for us if we do find some. I think that is key for us."
—Analyst/coordinator

Enterprise-focused device management, configuration control, and innovative product evolution

"Zebra Technologies has always been very inclusive. As new products and road maps come out, the vendor brings engineers on-site, shows us where they are heading, and takes our input, and we can see that reflected over time. . . . Zebra Technologies is very clear about device support life cycles and brings us in early as changes appear on the road map, so we are not surprised by a big event. The vendor is clearly geared toward an enterprise model." —Analyst/coordinator

Purpose-built devices for healthcare applications bring helpful hardware features, enhanced durability, and reliability

"The durability of the devices is unbelievable. The system is built for the purpose of healthcare and handles all the cleaning. Another thing is that it has a hot-swappable battery, so the cool thing is that when we swap the battery, the device does not turn off. We get about 60 seconds to put another battery in once we pull the old one out." —Director

Opportunities

Provide enhanced formal training for new end users



"Zebra Technologies could have more formalized training for new staff members, where I could just plug the users in. The training platform for stakeholders and users is a little more grassroots. I just get somebody on the phone with my new person for an hour, and they talk through things. I haven't seen much from a formal training standpoint." —VP/other executive

Continue reducing device bulk and improving ergonomics to be more in line with consumer-level devices

"Our end users always compare Zebra Technologies' devices to consumer-level devices. There is always a push to make Zebra Technologies' devices closer to consumer-level devices in terms of size and weight. Zebra Technologies did make pretty good improvements with the solution. But any continuation down that path would be helpful." —Analyst/coordinator

Points to Ponder

What Does a Customer Need to Do to Be Successful with This Solution?

Customers explain

Utilize vendor support and account teams for a smooth implementation: *"The advice I would give a customer looking into Zebra Technologies would be to lean on the account management team, the customer success team, and the implementation engineers. That can help add to the implementation."*
—Analyst/coordinator

Conduct wireless performance testing against incumbents: *"Someone implementing Zebra Technologies' devices should do a head-to-head, wireless performance comparison. That was very important for us because we wanted to understand how Zebra Technologies' devices functioned on our wireless network compared to how our incumbent devices functioned."*
—VP/other executive

Test devices and restrict end-user access to configurations: *"My advice to customers would be to test the devices before deploying them to end users and to vet any possible issues that can arise. Once the end users have access to something, they kind of abuse it, so the customers don't want to give the users too much access."*
—Analyst/coordinator

Zebra Technologies explains

- Assign a project manager on the customer side
- Ensure representation from key stakeholder groups (clinical, IT, executive leadership) are part of the project lead team
- Do a network assessment
- Evaluate use cases for the device
- Test customer apps and configuration on our device; the testing of applications and configurations must include a mobile device management platform to test out support and maintenance of the mobile fleet once deployed
- Pilot the device and define KPIs; have a superuser group trained and established before a pilot begins to enhance support

Other Relevant Commentary

"We ultimately selected Zebra Technologies because of their support structure and enterprise-class devices. We have been able to standardize our fleet. Zebra Technologies proved that the longer they support a particular device, the greater longevity we can get out of a single device, and we won't have to swap devices. That has a lot to do with the product the vendor supplies." —Analyst/coordinator

"I think everything Zebra Technologies is doing is very industry and customer focused. The vendor is going to other sites, taking input not just from us but also from other customers, and using that to work toward new products. The vendor meets with us to talk about new scanners that are coming out. That kind of commitment, not just to sell the product but also to come out, show how it can be used, and explain the benefits, is why I am very pleased with everything they are doing." —Director

Zebra Technologies: Company Profile at a Glance

Founders

Ed Kaplan and Gerhard Cless

Year founded

1969

CEO

Bill Burns

Headquarters

Lincolnshire, IL

Key competitors

Apple, Ascom, Honeywell, Spectralink

Number of customers

280+ (KLAS estimate)

Number of employees

10,500+

2025 revenue

\$5.39B

Revenue model

Resellers and distributors sell devices, accessories, charging cradles, batteries, and included software. Additional software solutions and support services are offered via subscription models. Value-added resellers provide additional solutions including device staging, optimized configuration, applications advisory, implementation design applications, and integration services.

Target customer

Clinical and nonclinical healthcare workers at hospitals, nursing/care homes, and home health agencies



Healthcare Executive Interview

Kassandra McKnight-Young,
CNIO and Healthcare Industry Principal

What is your background?

Kassandra McKnight-Young serves as the CNIO and Healthcare Industry Principal at Zebra Technologies, bringing over 30 years of diverse experience in the healthcare industry. Kassandra is a recognized leader in bridging the gap between healthcare and technology, driving advancements in patient care and operational efficiency. She specializes in optimizing clinical workflows, transforming bedside care, and integrating innovative technologies to enhance healthcare delivery. Passionate about leveraging technology to empower nursing teams and improve patient outcomes, Kassandra is a steadfast advocate for patient safety, staff development, and healthcare innovation.

Why was Zebra Technologies started?

With a 50-year plus history of innovation, Zebra is proud to continue reshaping the edge of the enterprise organization. Our technologies are utilized in over 80% of US hospitals and have enabled positive patient identification for over 3 billion patients globally with our wristband solutions globally since 1988. Zebra is recognized as a market leader in printing, wristbands, scanning, and mobile computing. No other vendor offers such a comprehensive hardware and software ecosystem for rugged Android devices across all major verticals. Zebra has led enterprise-grade mobile device development since the early 1990s, starting with the development of mobile terminals to meet market demands. Working in conjunction with our mobile computing hardware, Zebra's WorkCloud Communications software supports over 300 customers globally, including over 80 in healthcare specifically, totaling over 40,000 active licenses within healthcare alone. Zebra's portfolio of rugged, purpose-built mobile computers allows our customers to find the right form factor, performance capabilities, and ROI model to meet the unique needs of their use case and deliver on desired business outcome.

What is Zebra Technologies' biggest differentiator?

For over 55 years, Zebra has prioritized the frontline of business needs by elevating the voice of the market within our product design and solution strategy across the various industries Zebra serves. Our healthcare resources total nearly 100 globally, as well as partnerships with over 80 global certified healthcare ecosystem partners. Our focused team members are responsible for developing the first-ever, fully clinician-designed, healthcare purpose-built mobile device—the HC5X and HC2X series. Zebra has received several industry recognitions including **Leader in the IDC MarketScape: Worldwide Rugged Mobile Devices 2025 Vendor Assessment** report for the third time and **MedTech's 2024 Best Overall Mobile Healthcare**. Zebra has been recognized for the prioritization of their people in Newsweek's Global Most Loved Workplaces 2025, Forbes' 2026 Most Trusted Companies, and the top ten in Fast Company's 2025 Best Workplaces for Innovators List.

Additional Functionality Highlights Information provided by Zebra Technologies

Mobile-powered workstation

Expands device utility at nurses' stations or on mobile carts. Workstation Connect instantly enables a full desktop experience with a large monitor, keyboard, and mouse for complex charting or data entry. By eliminating the need for nurses to drag around workstations on wheels for documenting, Workstation Connect (cradled and wireless versions) drives a complete desktop experience (i.e., not just screen mirroring or casting) from the mobile computer.

AI

The HC2X & HC5X devices have enhanced communication with AI noise suppression. The devices are optimized for Zebra Companion frontline gen-AI agents, which provide instant, intuitive answers based on proprietary data. This ensures relevant and accurate responses for employees, tailored to specific business processes. With instant access to a knowledge base of job aids and procedures, the staff can spend less time training and more time helping their patients.

Report Information

Sample Sizes

Unless otherwise noted, sample sizes displayed throughout this report (e.g., n=6) represent the total number of *unique customer organizations* that responded to a particular question. Some respondents choose not to answer all questions, meaning the sample size may change from question to question.

Sample sizes of 15+ unique organizations are considered fully rated. When the sample size is 6–14, the data is considered limited and marked with an asterisk (*). If the sample size is 3–5, the data is considered emerging and marked with a double asterisk (**); no overall performance score is shown for emerging data. No data of any kind is shown for questions with a sample size of less than 3. Note that data marked as limited or emerging has the potential to change significantly as additional surveys are collected.

Zebra Technologies HC2X & HC5X Performance Overview

All standard software performance indicators

Overall performance score (100-point scale) (n=7)

2026 Best in KLAS software average: **81.1**



Loyalty

Likely to recommend (1–9 scale)	(n=7)	A+*
Part of long-term plans Percentage of respondents who answered yes	(n=7)	86%*
Would you buy again Percentage of respondents who answered yes	(n=7)	100%*

Operations

Quality of training (1–9 scale)	(n=6)	B*
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Product

Delivery of new technology (1–9 scale)	(n=7)	A+*
Product has needed functionality (1–9 scale)	(n=7)	A*

Relationship

Executive involvement (1–9 scale)	(n=7)	A+*
Quality of phone/web support (1–9 scale)	(n=7)	A*

Value

Avoids charging for every little thing Percentage of respondents who answered yes	(n=7)	100%*
Money's worth (1–9 scale)	(n=7)	A*

Medical equipment grading scale (1–9 scale)				
A+ = 8.55–9.0	B+ = 7.65–7.91	C+ = 6.75–7.01	D+ = 5.85–6.11	F = <5.22
A = 8.19–8.54	B = 7.29–7.64	C = 6.39–6.74	D = 5.49–5.84	
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*Limited data

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Reader Responsibility

KLAS data and reports are a compilation of research gathered from websites, healthcare industry reports, interviews with healthcare, payer, and employer organization executives and managers, and interviews with vendor and consultant organizations. Data gathered from these sources includes strong opinions (which should not be interpreted as actual facts) reflecting the emotion of exceptional success and, at times, failure. The information is intended solely as a catalyst for a more meaningful and effective investigation on your organization's part and is not intended, nor should it be used, to replace your organization's due diligence.

KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS' best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to engage.klasresearch.com/why-klas.

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Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.



LEAD AUTHOR
Paul Hess
paul.hess@KLASresearch.com



CO-AUTHOR
Drew Partridge
drew.partridge@KLASresearch.com



Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

365 S. Garden Grove Lane, Suite 300
Pleasant Grove, UT 84062

Ph: (800) 920-4109

For more information about KLAS, please visit our website:
engage.KLASresearch.com

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