



## **ANDROID IN FIELD MOBILITY**

**ENHANCE YOUR FIELD OPERATIONS AND SURPASS  
CUSTOMER EXPECTATIONS USING ZEBRA FOR ANDROID**

## The Challenge:

### TO MEET HIGHER CUSTOMER SERVICE EXPECTATIONS AND BUILD LOYALTY

As consumers, we've never been more demanding of field activity. We expect next-day delivery at a notified time with fully visible tracking. We expect technicians to arrive within hours and to resolve problems right away. If we're buying, we want to buy it there and then, with on-the-spot order processing. And if there's any 'paperwork', it needs to be handled for us quickly, on a screen, by the agent as they leave.

These factors don't just affect customer loyalty. They also affect cost. For example, if a technician can't access information and needs to make a second visit, more fuel and labor costs are added to the job.

## The Solution:

### USE ZEBRA FOR ANDROID TO SURPASS EXPECTATIONS, CUT COSTS AND DRIVE GROWTH

Zebra for Android can help your field operatives deliver a higher level of service at a lower cost per interaction.

For example, job times can be reduced through the new Mobility DNA app SimulScan, which can capture an entire document and automatically populate electronic forms – quickly and accurately, in a single tap.

Our Mobility DNA tools make it easy to integrate Zebra for Android devices into your existing systems. There's also a shorter learning curve for your workers, as the popularity of Android and other touch-screen operating systems in consumer devices means they already know how to use its intuitive touch screen interface.

Zebra for Android devices are built for life on the road. They can withstand knocks, drops, splashes and dust – to continue scanning barcodes in practically any condition, scanning documents, taking photos, and transmitting signatures back to the main database. It's also reassuring to know that Zebra for Android devices are fortified with the extra security of Mobility Extensions, making them fit to handle sensitive data, such as customer payment details.

## The world's most complete Android range for field work



The **TC75** is rugged yet smart tool for field workers, who can communicate and access the systems they need using the latest 4G and Wi-Fi technologies. Its large, clear touch screen and advanced scan engine make it ideal for field sales, as well as deliveries and service calls.



The pocket-sized **TC55** may look like a consumer device, but it's a tough workhorse that can help you boost efficiency and customer service. Its body can withstand hard drops, its screen even works when it's wet, and its scanner can capture entire documents in one go – making it perfect for all kinds of field work in the harshest of conditions.



The **ET55** tablet offers the best of all worlds, with consumer styling, a tough design and advanced features for salespeople, delivery drivers and service technicians out in the field.



The **MC67** is an all-in-one device made for life in the field. It provides access to backend systems on the move, scans practically any barcode in any condition, captures whole documents in one snap, takes and sends video for real-time repair support, and functions as a phone so workers can call customers with an arrival window.



The **MC36** gives your workers the modern design they want, an interface they're familiar with, and the functionality they need to get the job done out in the field. It boasts the largest display, memory space, battery capacity and scan engine options in its class, making it a great all-rounder for your people, whether they're delivering, selling, inspecting, monitoring, repairing or servicing.

These devices are further enhanced on the inside with Zebra's Mobility DNA – a comprehensive suite of applications, utilities and development tools. You gain from access to a whole range of off-the-shelf end user apps, robust administration utilities and effortless app development tools, so you can reach new levels in efficiency, productivity, security and accuracy in the field.

## Mobility DNA Components

<b>WORKFORCE CONNECT</b>  Powerful voice and messaging features in one application.	<b>TC75</b>  Workforce Connect combines desk phone functionality with a 2-way radio and enterprise text messaging to give your workforce quick and easy ways to collaborate on the move.
<b>SimulScan</b>  Capture multiple barcodes or entire forms in a single scan. Applications are fully populated – instantly and accurately.	<b>TC55 / TC75 / MC67</b>  Increase the speed and accuracy of data collection in the field with the ability to capture multiple barcodes in one scan.  Devices with a camera can capture the contents of an entire form, including text fields, phone numbers, images, signatures, and even check boxes.
<b>SWIPE ASSIST</b>  The convenient way to capture data on all touch android devices. Allows users to create and place a virtual data capture button on the screen of their mobile computer.	<b>All Zebra for Android devices</b>
<b>ENTERPRISE KEYBOARD</b>  Quickly access alternative keyboards with flick gesture to improve typing accuracy. Available with auto correction.	<b>All Zebra for Android devices</b>



**FIND OUT HOW ZEBRA FOR ANDROID CAN HELP YOU INCREASE CUSTOMER LOYALTY  
AND REDUCE COSTS OUT IN THE FIELD AT [ZEBRA.COM/ANDROID](http://ZEBRA.COM/ANDROID)**

Alternatively, to discuss your needs in more detail, contact Zebra using the details below.



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