



**WHAT HAPPENS WHEN YOU CAN SEE INTO  
EVERY CORNER OF YOUR BUSINESS OPERATIONS?**



# HEY, SEEING IS ACHIEVING.

WHEN YOU CAN SEE IT ALL, YOU CAN DO IT ALL. AND OUR END-TO-END SOLUTIONS ARE JUST THE BEGINNING.

Today's business world is more complex and intricate than ever before. Enterprises are feeling the constant urgency to increase efficiency, productivity, profitability and growth. Customers demand immediate service—and instant gratification. Ever-evolving IoT, cloud and mobility technologies are ratcheting up the competitive pressures. To stay one step ahead, you need the foresight—and insight—that comes when you have a clear view into every aspect of your business operations. You need a partner like Zebra Services. Enterprise Asset Intelligence links hardware to software, data to devices, and personnel to productivity—providing you with unprecedented visibility, and the ability to sense, analyze and act in real-time. Get end-to-end support, with insights and solutions—at every point along the services continuum—from consulting to deployment. And, ultimately, make smarter, more informed, business decisions. Remove complexity. Minimize downtime. Boost customer satisfaction, ROI and growth. Let Zebra Services show you what you can do when you can see it all.

## HEALTHCARE



## TRANSPORTATION & LOGISTICS



## RETAIL



## MANUFACTURING



## TURNKEY SERVICES FOR A KEY ADVANTAGE.

Zebra's ability to service your business over any and every part of the continuum—and meet all your needs—is a difference-maker.

Across Retail, Healthcare, T&L and Manufacturing, our suite of services includes (but is not limited to) helping you:

- Align Vision and Strategy
- Transition Smoothly
- Modernize Mobility
- Differentiate Customer Expectation
- Provide Actionable Insight from Technology

# SENSE. ANALYZE. ACT.



Consulting



Applications



Learning



Deployment



Managed



Support

# STRATEGIC PLANNING & CONSULTING SERVICES

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Wherever you are in your Enterprise Intelligence journey, Zebra's Consulting Practice brings proven methodologies, tools and vertical expertise to help accelerate achievement of desired business outcomes.

## BUSINESS CONSULTING

### VISIONING & USER EXPERIENCE WORKSHOPS

Focusing on your user's experience, rather than the technology itself, our collaborative workshops help you develop the right technology roadmap strategy for your organization. Bringing people, process and data together helps make experiences more relevant and valuable.

### OPERATIONAL ASSESSMENT

Clarifies your current state of operations and benchmarks against industry best practice, providing technology and operational recommendations as well as defining the future state for your operations.

### SOLUTION DESIGN

Collaborative design workshop that transforms your strategic reference architecture, which can then be implemented via operational pilot.

### OPERATIONAL PILOT

Ensure your technology plan delivers as promised for your stakeholders and business before rollout.

## INFRASTRUCTURE ASSESSMENT & DESIGN

Ensures wired and WLAN networks are performing at their peak and ready for deploying new voice/data services and solutions. Specific assessments include WLAN, IP Network and Voice.

## SECURITY CONSULTING

Assess wired/wireless network security and design to reduce vulnerability and mitigate security-related risks. Assessment services include Security Assessment plus PCI Design and Assessment.

## ASSET MANAGEMENT

Zebra evaluates how well your current capabilities and processes for supporting mobile devices and printers enable key business drivers, resulting in a full impact analysis, which includes findings, proposed service model and recommendations.

## LOCATION SOLUTION SERVICES

Zebra's dedicated team of professionals assist your organization in adopting its range of active RFID and Real-Time Locating System (RTLS) technologies.





# APPLICATION SERVICES

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Applications are essential in helping you run your business processes and operations. Zebra offers a portfolio of software application services to help you adopt new mobility strategies with next generation devices and operating systems at a lower cost.

## MOBILE USER EXPERIENCE WORKSHOP

Optimize processes, workflows and the overall user experience of applications. Redesign an existing application or functionality, iterate the design and align with business goals in a cost-effective manner.

## APPLICATION DEVELOPMENT

Find the best mobile application solution to fit the needs of your organization. Native, cross-platform, or HTML5 are applicable to rewrites, new, or off-the-shelf custom apps.

## APPLICATION MODERNIZATION

Support and extend the life of existing Terminal and WinMobile applications to rapidly achieve functional parity on modern operating systems in weeks, rather than rewriting.

## TERMINAL EMULATION MIGRATION

Turnkey service for migrating “Green Screen” applications off of legacy WinMobile devices to modern Android devices with a rich user interface at a fraction of the cost of a rewrite.

## APPLICATION VIRTUALIZATION (COMPACT FRAMEWORK)

Demonstrates your Windows CE/Mobile applications running in next generation mobile environments within weeks as opposed to months or years, dramatically accelerating time to market while lowering costs and reducing incompatibility risks as an alternative to rewriting applications.

## PACKAGED APPLICATION CUSTOMIZATION

Ready-made, packaged solutions rarely come ready-to-run. Zebra’s customization services help create the solution that fits how your business operates.



# ZEBRA KNOWLEDGE CENTER

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Zebra's award winning Knowledge Center is at the forefront of learning innovation, helping customers with user adoption and change management to optimize their solution investments.

## LEARNING ASSESSMENTS

Knowledge- and skill-based analysis conducted for a defined population to identify potential gaps in required capability and conclude with a recommended learning plan.

## CHANGE MANAGEMENT & USER ADOPTION

Customized programs by user profile that provide the knowledge and skill to accelerate time-to-productivity.

## CERTIFICATIONS

Programs that validate competency and provide accreditation in advanced deployment and technology skills.

## DELIVERY OPTIONS ARE AVAILABLE IN VARIOUS FORMATS AND INCLUDE:

- Instructor Led (Typically at a Zebra facility)
- Online (Self-paced)
- Virtual Instructor Led (Combination or Instructor Led in virtual format)
- Onsite (at a customer facility)
- Video (on device or computer)
- Webinars





# DEPLOYMENT SERVICES

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Zebra offers a portfolio of services to help you with technology deployment—from solution design and planning for pilot, to staging and installations, to audit and troubleshooting.

## COMMUNICATIONS TECHNOLOGY & SECURITY INTEGRATION

Providing site surveys, audits and health checks, this portfolio helps establish a baseline for your current technology and security infrastructure, uncovers areas of improvement, ensures successful implementation and provides required support.

## DEVICE & DEVICE MANAGEMENT TECHNOLOGY

Assesses your existing asset/device base exploring upgrades, installations, gold build creation, testing, audit and troubleshooting. Zebra also focuses on commissioning, decommissioning, upgrading, staging, installing, auditing and troubleshooting of servers and device management platforms, such as SOTI™ and AirWatch™.

## STAGING & KITTING

Ready to use, out of the box devices are fully staged and shipped with the accessories and software you need, saving you valuable time and accelerating roll out.

## SOFTWARE INTEGRATION

Zebra's consultants are proficient in providing 3rd party software consultancy, design, integration and documentation.

## PRINTER-SPECIFIC SERVICES

Printer & Software Customization, Printer Replacement and Conversion, Printer Management Installation Services and ERP Integration.







# SUPPORT

## Zebra OneCare Service Contracts

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Availability of Zebra's products is key to the success of your business and the performance of your critical business processes. Protect your investment and help ensure your Zebra mobile computing, printer, RFID devices and barcode scanners achieve maximum uptime and peak performance with Zebra OneCare services. With multiple service levels to choose from, you'll find a Zebra OneCare offering that meets your requirements and protects your operations.

### ZEBRA ONECARE ESSENTIAL

Repair services, software support and 8x5 tech support for Zebra hardware and software, with defined repair service levels and Repair Services Dashboard.

### ZEBRA ONECARE SELECT

Zebra OneCare Essential plus comprehensive coverage for devices and software with advanced device replacement from Zebra-managed spares pool, commissioning, Repair Services Dashboard and 24/7 helpdesk support.

### ZEBRA ONECARE ON-SITE SERVICE

Deploys local technicians within hours to deliver repair services, perform preventative maintenance and optimize the performance of your Zebra device at your location.



**ZEBRA** OneCare

### BATTERY MAINTENANCE

Maximize mobile computing and mobile printer uptime and performance with testing and replacement of under-performing batteries through the repair process.

### BATTERY REFRESH

Minimize disruption due to aging batteries with a consolidated shipment of batteries at specific scheduled points during the term of your service agreement.

### COMMISSIONING

Provides configuration of your repaired Zebra devices based on your specific operations and defined operational settings for each device.

### TECHNICAL & SOFTWARE SUPPORT (TSS)

Access to live or online tech support and latest software releases.

### INSTALL, CONFIGURE & ASSIST SERVICE (ICA) FOR PRINTERS

Step-by-step remote installation and configuration support, ensuring a quality implementation of business-critical Zebra printers.

# REDEFINING SERVICES THROUGH VISIBILITY

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Enterprises continually seek to improve the productivity and performance of their business and the tools that make it happen. Zebra OneCare goes beyond traditional break-fix support plans by bringing greater visibility, predictability & diagnostics into the health of your assets and operations. Zebra OneCare helps you anticipate and proactively address potential problems before they happen, maximizing uptime and giving you greater peace of mind.



# VISIBILITY SERVICES

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Zebra's Visibility Services Portfolio gives you important insights into the health, usage and performance of your mobile computers and printers. The Zebra OneCare services portfolio goes beyond traditional repair services with additional options to deliver advanced visibility and predictability into your operations to help you maximize the performance of your critical assets.

## ASSET VISIBILITY SERVICE (AVS)

At-a-glance insight to asset visibility and health. Visibility of your Zebra mobile computing and Link-OS™ networked printer assets through an online portal dashboard or tablet app with predictive insight into device health and performance with recommended corrective actions allows you to be proactive rather than reactive.

## OPERATIONAL VISIBILITY SERVICES (OVS)

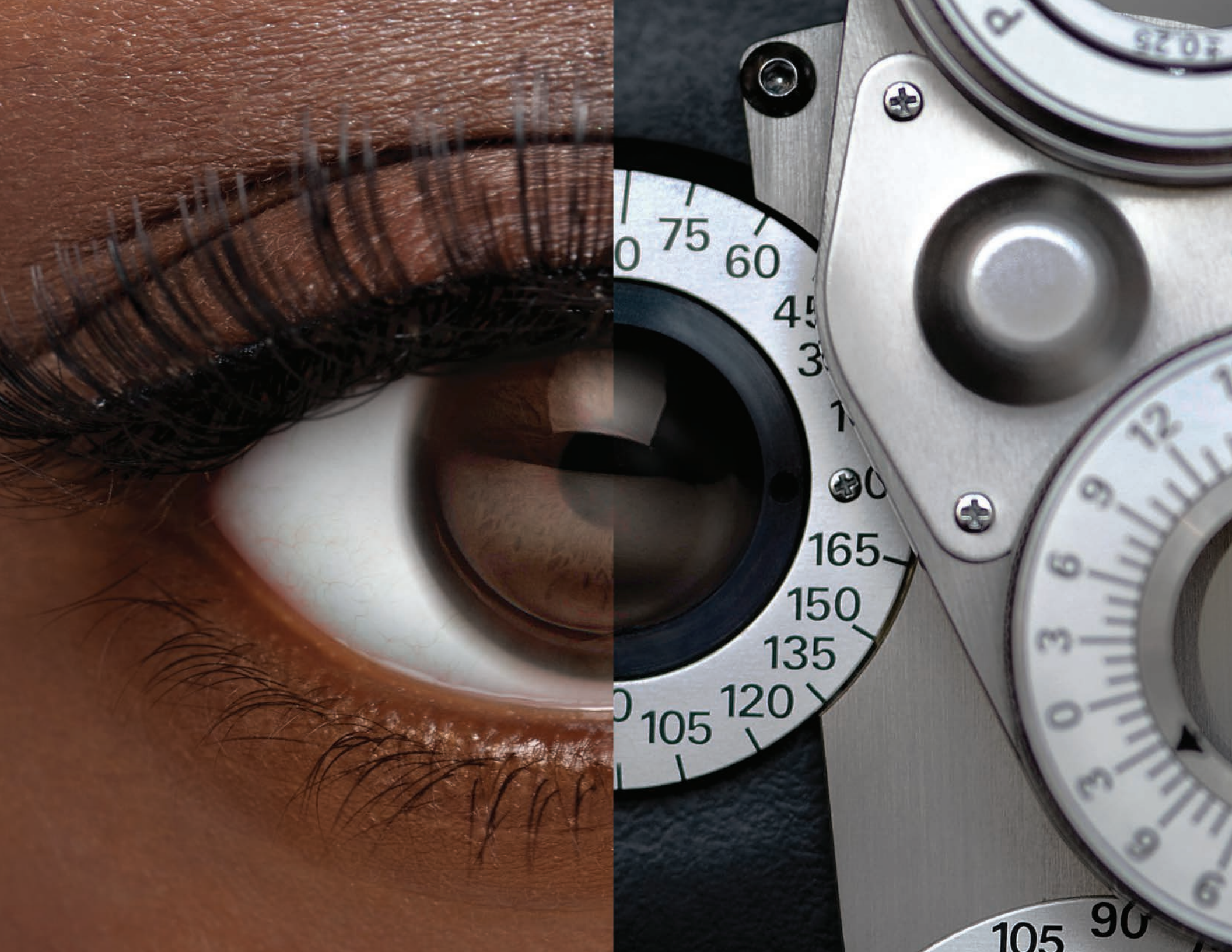
Get the control and actionable insight you need to drive improved business performance with OVS, the integrated management platform that delivers business intelligence to improve business outcomes. OVS provides the location, condition, health and usage patterns of your business-critical devices (including your mobile computing devices and Zebra Link-OS™ networked printers).

Zebra's OVS is available in two service options. For those companies that have not yet invested in MDM software, Zebra's standard OVS includes a fully functional hosted and pre-integrated SOTI™ cloud-based MDM. For those with MDM software, **OVS Connect** integrates directly with your existing MDM software to provide single-screen, granular-level visibility into all your mobile devices and your Zebra Link-OS™ printers.

## ZEBRA ONECARE PREMIER

Zebra's highest level of service delivers a truly differentiated service experience. You choose the features you need from customized dashboards, advanced diagnostics, 3rd party software support and proactive alerts designed around unique thresholds you select, all supported by a dedicated help desk. This level of deep operational insight allows you to integrate your operations and truly transform your business by taking full advantage of Zebra's overall service capabilities.









The upside is clear: with the unparalleled visibility Zebra Services provides, your enterprise can turn actionable insights into transformational gains. View your business from a vantage point that delivers a decided advantage—only with Zebra Services.



To find out how we can help transform your enterprise,  
visit [Zebra.com/Services](https://Zebra.com/Services) or contact your Zebra partner today.