ZEBRA TECHNOLOGIES

SERVICES THAT MAKE THE MOST OF YOUR ZEBRA PRODUCTS

NALA VERSION

CONTENTS AND EXECUTIVE SUMMARY

This guide explains the benefits of backing your mobile technology with support services that ensure a high level of performance from your wireless networks, devices and printers. It includes analysis of the relative costs of using dedicated support contracts versus supporting your technology in-house, before detailing Zebra Technologies' services portfolio. Please note that contents are subject to revision as the portfolio is changed.

2. INTRODUCTION: THE SERVICES IMPERATIVE

You give your people access to the latest mobile computers, printers, access points and scanners for many reasons. These include optimising sales, safety, customer service, collaboration, data capture, decision-making and more. And, whatever your people do, their mobile devices become business critical. From a nurse trying to locate equipment, to a driver relying on route guidance, to a courier printing a proof of delivery, to a warehouse team picking a time-sensitive order – if their computers, printers or wireless connections fail, they're stopped in their tracks, the flow of information is interrupted and business performance may be impacted.
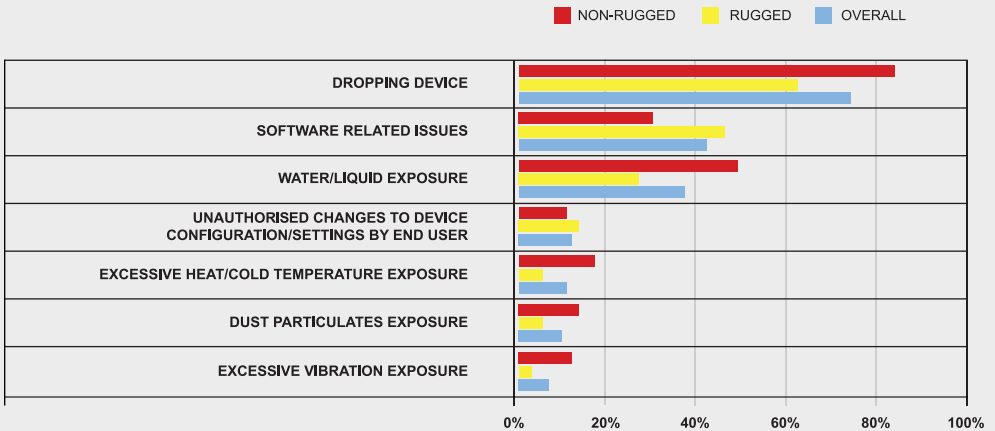

FIG 1: LEADING CAUSES OF MOBILE DEVICE FAILURE
(SOURCE: VDC 2012 TCO ANALYSIS)

While Zebra's devices and networks are designed and built to be enterprise-grade with robust and reliable performance, unforeseen incidents can cause downtime. From forklifts running over handheld scanners, to water spilt on printers, to mobile computers accidently dropped from height – devices can be damaged. What's more, systematic issues can impair operations. Take mobile computers, where inadvertent problems can be caused by a simple app upgrade, operating system refresh or change in network settings. Addressing these issues quickly, effectively and cost-efficiently is essential to ensure that your investment in mobile devices delivers the anticipated benefits. Indeed, as we explain in the next section, the costs of maintaining devices and preventing failure are key reasons why the expenditure associated with running your device estate is often higher than the initial investment.

It's why the decision you make about how you support your mobile solutions is just as important, if not more so, than the one you took about what to buy.

2.1 The Cost of Running Devices

When organisations buy mobile technology, such as mobile devices and printers, we find that more often than not the initial hardware cost is a key consideration. However, when asked what should be a key consideration but was not currently, Total Cost of Ownership (TCO) was the top answer.[1]

20% ● TCO 5 YEARS

6% ● INITIAL CAPITAL EXPENDITURE

● ANNUAL OPERATING EXPENDITURE

14% ● TCO 3 YEARS
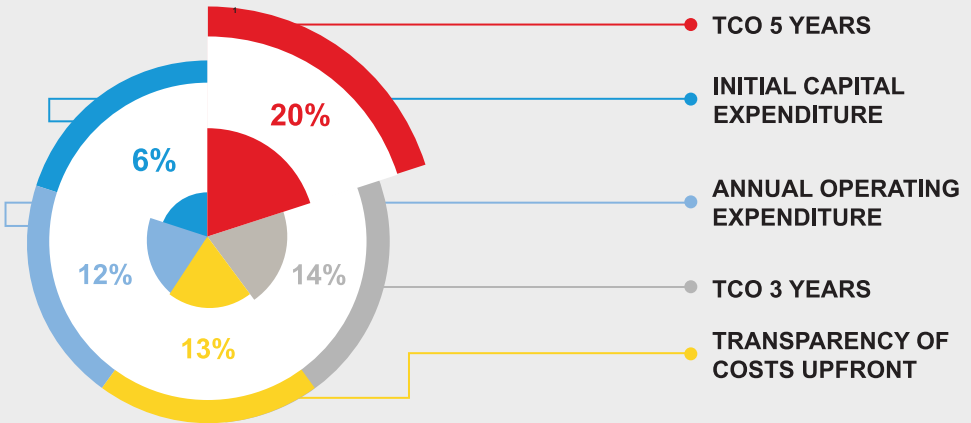
12%

13% ● TRANSPARENCY OF COSTS UPFRONT

FIG 2: WHAT IS NOT A COST CONSIDERATION BUT SHOULD BE?

One of the best things you can do to reduce TCO is to buy robust, enterprise-grade devices that can survive the rough and tumble of the business environment. However, device failure is not the only factor that can increase the TCO. The costs of maintaining devices can also be significant including:

- Firmware, software and application updates – this can be especially expensive if you have a large number of devices with no automated process to remotely update them. For example printers need to adapt and evolve, to their environment with frequent updates to support new wireless protocols, the latest technologies such as low energy Bluetooth and security patches.

- Tracking devices throughout the life cycle.

- Ensuring devices are used properly.

- Helpdesk support.

- Repairs, parts and spares.

- Downtime – this again can be expensive as workers whose devices fail may not be productive, sales might be lost and customer service impaired.

You can help reduce these support costs by taking out the assurance of a Zebra services contract. We commit to supporting your technology over its life cycle – ensuring that it delivers the anticipated benefits and reducing unexpected downtime. As the services are provided for a set cost, and with pre-agreed deliverables, you can also plan your budgets effectively while removing any uncertainty over the returns from your investment.

[1] *IDG: Field Mobility: Considerations in Choosing Handheld Devices for Mobile Workers*

2.2 The Case for Zebra Services

When it comes to managing your Zebra technology you can, of course, hand this over to your IT team. However, operating your mobile technology – from handheld scanners and computers, to printers and Wi-Fi networks – diverts your IT people from core operations. It also requires deep domain experience and a broad range of skills. For example, running a fleet of mobile computers involves continuous remote monitoring, helpdesk support, accessory maintenance, software upgrades, app revisions, wireless expertise and much more. In most cases, handing services over to Zebra is more cost-efficient than building equivalent expertise in-house. We offer a range of tiered service options called Zebra OneCare that transform break-fix support to a strategic service that ensures you get the most value from your investment in Zebra's technology.

2.3 Is Warranty Coverage Enough?

Zebra's products are built to exacting standards – that's why we provide a back-to-base hardware warranty, which covers repairs due to manufacturing defects and workmanship (wear and tear or accidental damage are not covered). For most products the duration of this warranty is 12 months. Additionally our products come with a software warranty. This provides three months of help desk support and three months' access to software releases.

However, because the hardware warranty only covers manufacturing defects and the software and technical support is only provided for the first three months, we strongly recommend that you take out the protection of a Zebra OneCare service programme. This provides the services that your business needs over and above warranty. These include no-questions-asked repair and replacement, full software support, innovative remote device diagnostic tools and new ways to more easily manage your devices. Developed using our experience of thousands of deployments worldwide, our services ensure you save money, you have visibility over costs, you keep your devices where they are needed most – in the hands of your users – and your mobile technology delivers the anticipated benefits.

A note about third party repair

While alternative service providers may claim to be able to repair Zebra products, they don't have access to our proprietary test systems, latest software releases and engineering changes and enhancements. Indeed, we see a high instance of substandard repairs where customers have used third parties to mend devices. Only Zebra and its authorised partners can provide the assurance that your device will be serviced and repaired with the same care and attention with which it was built. For these reasons, and in common with most manufacturers, the warranty is void if unauthorised third parties are used to repair our technology.

"When customers deploy mobile technology, it soon becomes business critical. For that reason, and the fact that software and technical support is only covered for the first three months, we always advise customers to take out the assurance of a OneCare service contract. OneCare provides invaluable peace of mind with services designed to keep devices in optimal condition, reduce management costs and quickly replace and repair faulty technology."

Paul Vogt, Director Services Portfolio, Zebra Technologies

3. ZEBRA ONECARE

Zebra OneCare increases availability, ensuring that your Zebra devices are always on hand to help your teams be more efficient, take better decisions and do more. Three service levels and numerous supplementary options ensure you can find the best option for your business and budget:

- **OneCare Essential** – at the bare minimum we advise all customers to have Essential in place. It includes a fast repair and return service, access to software releases and technical support.

- **OneCare Select –** built to help you achieve continuous availability for your devices, Select provides a rapid device replacement service with ready-to-go pre-staged replacement devices shipped overnight in addition to 24x7 technical support (English) and access to software releases.

- **OneCare Premier** – a fully customisable offering where we work with you and our partners to create a service package tailored to your needs. This fully managed support solution combines our Operational Visibility Service and the appropriate combination of support from the Essential and Select packages.

In addition to Zebra OneCare Essential, Select and Premier, Technical and Software Support (TSS) agreements are available. TSS provides extended access to technical resources including software updates and technical support.

3.1 Why Zebra Onecare

Zebra OneCare contracts, delivered with our partners, optimise uptime, provide complete visibility over your device estate and protect your investment in our technology. As well as significant cost savings, the benefits of OneCare include:

- **Enhanced performance:** Optimised device performance with efficient systems and processes for technical support, device commissioning, device diagnostics, software releases, repairs management and more.

- **Reduced downtime:** With phone and email technical support and remote device diagnostics to help resolve problems in the field.

- **Improved planning:** For a fixed price over the life cycle of your deployment, we commit to targets for service performance so you can plan ahead with clear visibility over costs (with no surprises).

- **Optimising resources:** By freeing your IT teams from the time-intensive task of managing mobile technology, they can focus fully on strategic initiatives.

- **Always up to date:** As a OneCare customer, you receive the latest software updates for our mobile computers, printers and wireless LANs.

- **Comprehensive coverage:** Device wear and tear, accidental damage, functional failure, parts and accessories replacement and physical defects are all covered by OneCare.

- **Visibility:** Online repair service dashboards provide real-time insight into the repair loop.

- **Repair reliability:** We use proprietary diagnostic tools and systems to accelerate repair and ensure adherence to our stringent repair standards.

In the following section we look at the main components of the OneCare offering.

Saving 42% in support costs

We provide a cost calculator that demonstrates the typical savings achieved when using Zebra OneCare over five years. By way of example if you assume that the hardware cost to deploy 200 Zebra TC70 devices is 100, than the indicative support costs are:

	Total costs* with no service contract in place	Zebra OneCare Select
Hardware cost	100	100
Support costs	105	55
Spares pool	0	5
Total Costs	205	160

This shows how Zebra's support contract can reduce the total cost of ownership by 18% and the support costs by 42%.

This level of savings is broadly typical across our mobile computing products.

The total costs with no support contract in place are based on Gartner's* analysis of the true support costs experienced by companies and include:

- Replacement devices
- Managing spares
- Out of warranty repairs
- Downtime and business impact
- Technical support services
- Cost of O/S updates
- Cost of replacement accessories

*Gartner Total Cost of Ownership of Mobile Devices

4. ZEBRA ONECARE CONTRACT OPTIONS

All OneCare contracts cover the repairing, restoring or replacing of products that have suffered functional failure and wear and tear in normal usage. Accidental breakages are covered too. You also have full access to technical support resources and all software releases.

4.1 At-a-Glance: Warranty, Essential, Select and Premier Services for Moblie Computers

	WARRANTY	ESSENTIAL	SELECT	PREMIER
Term	See Enterprise Product Support under www.zebra.com/productwarranty	3-5 years	3-5 years	3-5 years
Technical support helpdesk	8x5 for the warranty period	8x5 for the Contract Term	24x7	Dedicated, 24x7
Online access to releases:	During the warranty period	For the Contract Term	For the Contract Term	Included
Device diagnostics service	N/A	Included	Included	Advanced diagnostics and triage
Repair turnaround time	Typically 7-10 business days from receipt in service center	3 business days from receipt in service centre	Same day shipment of replacement device***	Same day shipment of replacement device***
Repair coverage	Repairs due to manufacturing defects and workmanship; wear and tear, damage not covered	Comprehensive coverage, including normal wear and tear and accidental breakage	Comprehensive coverage, including normal wear and tear and accidental breakage	Comprehensive coverage, including normal wear and tear and accidental breakage
Services dashboard*	N/A	Optional	Included	Included
Device commissioning* (application loading and configuration management)	N/A	Optional	Included	Included
Spares pool management	N/A	N/A	Included	Included
Online Return Material Authorization (RMA) support	Included	Included	Included	Included
Operational visibility service	N/A	Additional service	Additional service	Included
Collection*	N/A	Optional for industrial mobile computers	Optional for industrial mobile computers	Optional for industrial mobile computers
In-country service logistics**	Included	Included	Included	Included
Return shipping method	Regular shipment	Regular shipment	Next business day	Next business day
Battery maintenance*	N/A	Optional	Optional	Optional
Battery refresh*	N/A	Optional	Optional	Optional
Accessories coverage***	N/A	Standard	Standard	Standard
Cleaning and preventive maintenance	N/A	Standard	Standard	Standard

*   Not available in Latin America   ** Check availability in your region with your Customer Service Team.
***   In North America, the replacement is shipped on the same day that the faulty unit is reported and the RMA raised (subject to cutoff times). In Latin America, subject to availability in your region, the replacement is shipped on the day that the faulty unit is received in the Zebra service center.
**** Accessories include stylus, hand straps, screen protectors, battery doors but not batteries, cables or cradles.

4.2 At-a-Glance: Warranty, Essential, Select and Premier Services for Printers

	WARRANTY	ESSENTIAL	SELECT	PREMIER[1]
Term	Hardware 12 months [3]	3-5 years	3-5 years	Custom
Technical support [2]	90 days (8x5)	Monday to Friday, 8.30am – 5.30pm local time [2]	24x7[1]	Dedicated, 24x7
Online access to software releases	90 days	OS updates and upgrades	OS updates and upgrades	OS updates and upgrades
Repair turnaround time	No commitment	3-5 business days from depot receipt [1]	Same day shipment of replacement device	Same day
Comprehensive coverage, including print heads, normal wear and tear and accidental breakage	Repairs due to manufacturing defects and workmanship; wear and tear, accidental damage not covered	Included	Included	Included
Services dashboard	N/A	Future	Future	Future Custom
Device commissioning (application loading and configuration management) [1]	N/A	Optional [1]	Included [1]	Custom
Spares pool management	N/A	N/A	Included	Included
Online Return Material Authorization (RMA) support [1]	Included	Included	Included	Included
Operational Visibility Service (OVS) [1]	N/A	Optional	Optional	Included
Return shipping method	Regular shipment	2-4 days	Expedited shipment	Same day
On-site service [1]	N/A	Optional	Optional	Custom
Battery maintenance and refresh services [1]	N/A	Optional [1]	Optional [1]	Custom

1: NOTE: Please check with Services and Service availability may differ by region. Please contact your Zebra sales representative for details and availability.
2: The hours of support are 08:30-17:30 Monday to Friday, though some local variations apply
3: Some products have different hardware warranty durations due to product type and market requirement.

4.3 Services – Features Explained

- **Technical support:** Zebra's help desk, available in 16 languages, is open during normal business hours to customers with Essential service contracts and 24x7 to customers with Select service contracts. It is staffed by technical support professionals with the skill sets required to isolate, analyse and resolve issues. Our technical support includes device diagnostic tools for fast resolution (for mobile computers). Select customers may log cases night and day – especially useful to hospitals, retailers and logistics companies whose doors never close, and whose workers continuously use their Zebra devices. Multilingual support is provided in business hours and support in English is provided out-of-hours. What's the value? Your users have the peace of mind that if their device malfunctions, no matter when, they can reach a technician.

- **Online access to releases:** Keep your devices up to date with access to latest software through our secure portal.

- **Device Diagnostics Service:** See section 4.4 for details.

- **Repair turnaround time:** How quickly we will repair and send back your device. With Select and Premier services, no matter what's wrong with a device, we'll ship a replacement unit the same day for next-business-day replacement. The result? Minimal downtime for malfunctioning devices, protecting productivity and return on investment.

- **Comprehensive coverage:** No matter what breaks, we'll mend it no questions asked. Includes print heads for printers.

- **Services dashboard:** See section 4.4 for details.

- **Device commissioning service:** Mobile computers are returned to you ready to use, staged with all software. For printers, availability of device commissioning, application loading and configuration management varies by country.

- **Spares pool management:** We maintain a spares pool for you and ship out a ready-to-go replacement if one of your devices needs to be repaired (the repaired device is returned to the pool).

- **Online RMA:** Access our website to simply request a Return Material Authorisation and schedule a device return any time of the day or night.

- **Operational Visibility Service (OVS):** See section 5 for details.

- **Return shipping, collection and in-country service logistics:** Ship the product to us for repair and we we ship the repaired or replacement product directly back to your specified address. And in North America we offer an optional courier collection service for industrial mobile computing models (Workabout Pro 4, Omnii XT15, VH10).

- **On-site service:** For printers, we can dispatch a technician to your facility to troubleshoot and resolve issues for the most critical situations.

- **Battery maintenance and refresh options:** With our Battery Maintenance service, when devices arrive in depot the battery is tested to see how much life it has left. If the battery fails the test, we simply install a new battery. Alternatively, the Battery Refresh option means your devices are eligible for a new battery – once during a three-year service contract and twice during a five-year contract.

- **Accessories coverage:** Included in Select and Premier for mobile computers, accessories are the items supplied with the original hardware, including stylus, hand straps, screen protectors and battery doors but not batteries, cables or cradles.

4.4 New Features that Transform Service

OneCare comes with a range of core and optional services that help you turn the management of your Zebra products into a task that eases the administration of your assets while adding real value to your business. Transformational services include:

- **The Device Diagnostic service:** The Device Diagnostic service enables the resolution of more device issues remotely, minimising the need to return devices to the repair depot. The application can be downloaded onto Zebra mobile devices with the simple scan of a barcode. The tool performs six diagnostic tests that enable successful remote resolution of device-related issues. The tests include the system, battery, WLAN, WWAN, Bluetooth and GPS. What's the value? With problems resolved in the field, costly trips to the depot are eliminated and workforce productivity is protected.

1.
The user is having difficulty pairing their mobile computer with a printer. They call the helpdesk who advises the user to select the device diagnostic app.

2.
The helpdesk advises the user to select 'Subsystem Tests' which shows an issue with Bluetooth.

3.
The test screen shows that the problem is that Bluetooth is disabled.

4.
The helpdesk advises the user how to turn Bluetooth on in the settings menu and successfully pair the device with the printer.
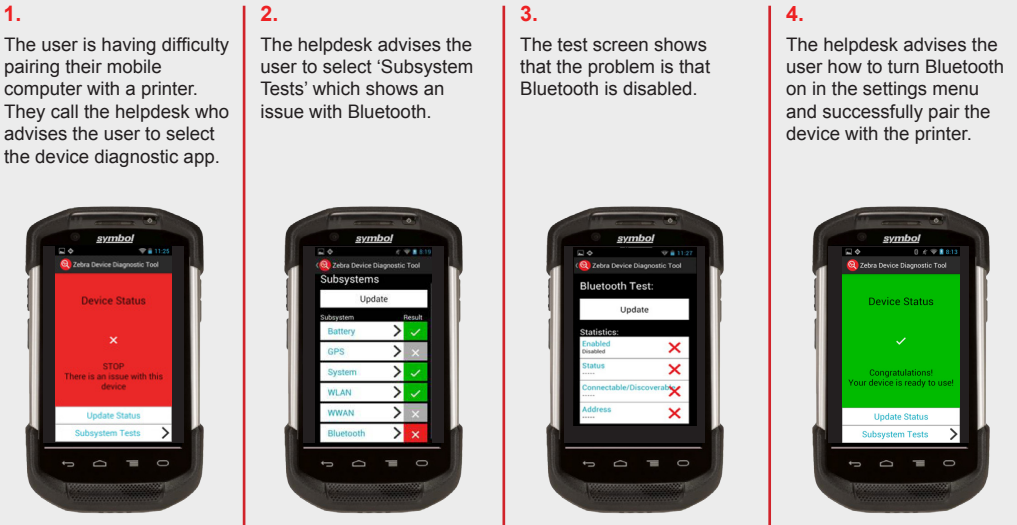
FIG 3: EXAMPLE OF A DEVICE TRIAGE AND RESOLUTION WORKFLOW USING THE DEVICE DIAGNOSTIC SERVICE

- **Services Dashboard:** This feature, optional with OneCare Essential and standard with OneCare Select, gives you complete visibility over the repair process. The online portal gives you visibility over the status of your devices being repaired, eases the management of devices in the repair cycle, eliminates time spent tracking devices and preparing reports, and reduces repair management costs. You can track a whole host of details from repairs by serial number to the ratio of 'no trouble found', to repair resolutions and many more.

  OneCare Select customers can also view the status of all help desk cases and the condition of all Zebra devices at all sites, per site and per specific mobile computing model, plus the status of a specific individual device. The dashboard attractively presents the data that you can use to improve user training. For example, by isolating common faults, which may well be caused by incorrect user operation (e.g. poor battery management), you can improve training to reduce downtime.
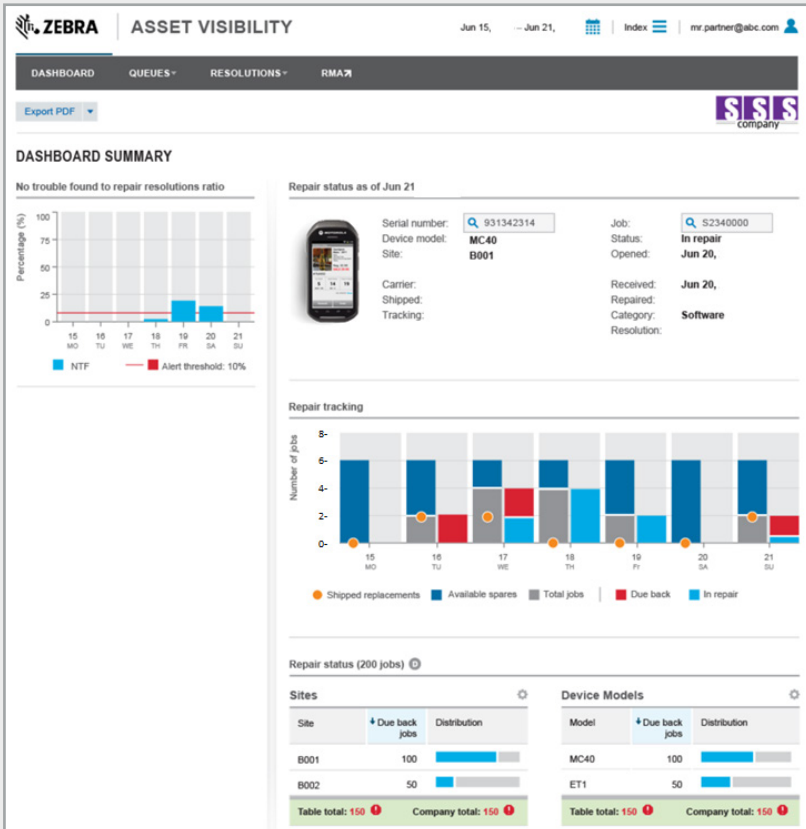
FIG 4: EXAMPLE OF THE SUMMERY SCREEN WITHIN THE SERVICES DASHBOARD

The Services Dashboard summary screen presents a range of key data including:

- **Top left:** Shows the percentage of devices returned where no fault was found, indicating that alternative solutions such as calling technical support or remote diagnostics might have been more effective.

- **Top right:** Enables you to track the repair status of a particular unit and when you will get it back.

- **Middle right:** Tracks the status of all your units through the repair process.

- **Bottom right:** Shows repair status by model or site – useful for identifying underlying issues.
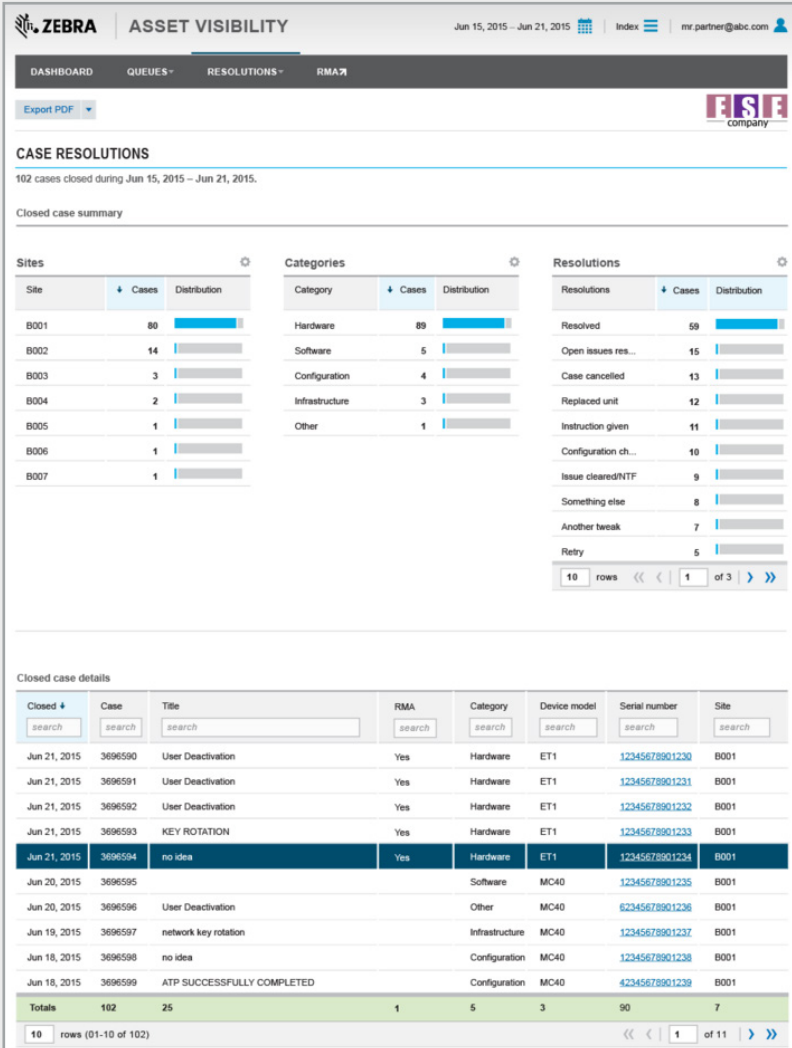
FIG 5: EXAMPLE SCREENSHOT TECHNICAL SUPPORT CASE PROGRESSION

The Services Dashboard provides full visibility on all technical support cases opened and resolved over a particular period. This is useful to track individual cases and also to track patterns and identify underlying causes. For example, the screenshot shows a high number of cases opened at a particular location.

In addition, we have recently introduced our new Operational Visibility Service (OVS) to help you identify the location and condition of your business critical assets.

5. OPERATIONAL VISIBILITY SERVICE

OVS changes the way you manage your handheld computers and Link OS enabled printers by refining data into actionable intelligence to improve the way you run, manage and maintain your devices. It offers an advanced level of real-time and continuous insight into the performance of every device from commissioning, through its life, any repairs and on to retirement. The subscription-based service empowers you to make strategic decisions to ensure you are making the best of your investment. It integrates data from multiple sources. Examples of what you can see through the data include where your devices are, how they're being used, common faults and cause identification. You can also aggregate analysis to identify your best and worst performing locations, understand best practice and adjust end-user training. The data is aggregated, normalised and presented in the online portal through a dashboard that provides easy-to-read configurable screens. You set the thresholds on a multitude of device metrics, analytics and the statistics that are most important to your business.
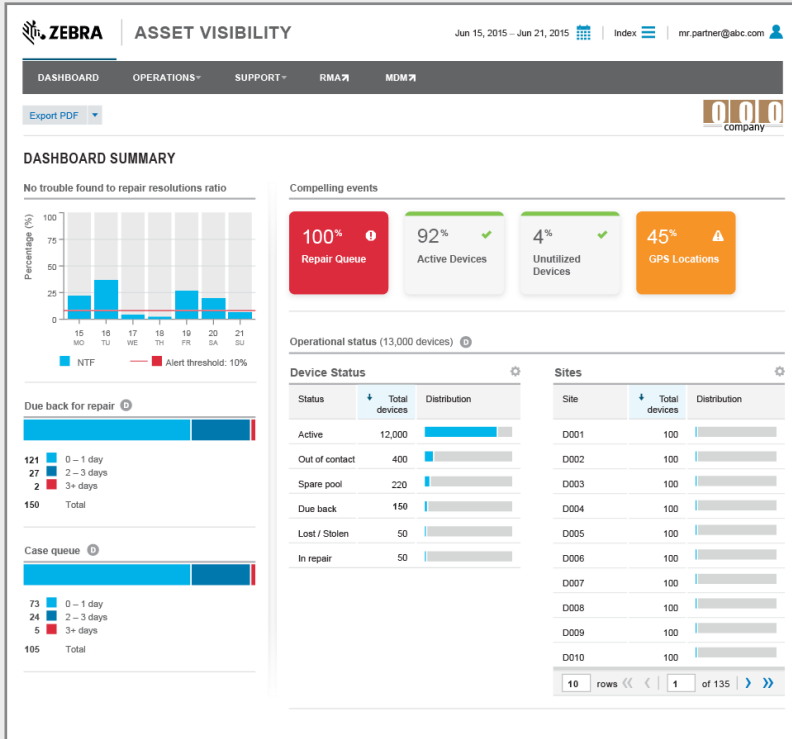

Key features include:

*   **A managed cloud platform:** For accelerated deployment and easy management.

*   **Comprehensive views:** A detailed range of views over your device estate including most-used apps, battery performance, the status of devices at each of your locations, wireless connectivity and many more. You can also view support statistics such as service desk calls, case queues, repair status and more.

*   **Hosted Mobile Device Management (MDM) software:** With device settings, rules sets and profiles optimised for customer environments.

*   **Dashboard visibility:** Comprehensive operational and Zebra OneCare reporting data integrated into one clear graphical interface. Operational data includes identification, location, condition and utilisation of assets within your environment: actionable insight through reporting, analytics and alerts.

*   **Helpdesk support:** Platform and dashboard support for high availability and visibility.

*   **Training:** Training to make the most of the OVS platform.

The benefits of OVS include:

*   Enforcing best practice in device usage.

*   Turning device management from an admin task to a proactive activity that reduces support costs, increases device utilisation and decreases downtime.

*   Improving performance – ensuring that each and every one of your devices provides the peak performance required to maximise productivity.

5.1 OVS Configurable Dashboard Screenshot

ZEBRA | ASSET VISIBILITY

Jun 15, 2015 – Jun 21, 2015 | Index | mr.partner@abc.com

DASHBOARD OPERATIONS⌄ SUPPORT⌄ RMA⌝ MDM⌝

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company

DASHBOARD SUMMARY

No trouble found to repair resolutions ratio

Percentage (%)

15 MO 16 TU 17 WE 18 TH 19 FR 20 SA 21 SU

■ NTF — Alert threshold: 10%

Compelling events

100% ⓘ	92% ✓	4% ✓	45% ⚠
Repair Queue	Active Devices	Unutilized Devices	GPS Locations

Operational status (13,000 devices) ⓘ

Device Status ⚙

Status ↓	Total devices	Distribution
Active	12,000	
Out of contact	400	
Spare pool	220	
Due back	150	
Lost / Stolen	50	
In repair	50	

Sites ⚙

Site ↓	Total devices	Distribution
D001	100	
D002	100	
D003	100	
D004	100	
D005	100	
D006	100	
D007	100	
D008	100	
D009	100	
D010	100	

10 rows ⟪ ⟨ | 1 | of 135 ⟩ ⟫

Due back for repair ⓘ

121	■ 0 – 1 day
27	■ 2 – 3 days
2	■ 3+ days
150	Total

Case queue ⓘ

73	■ 0 – 1 day
24	■ 2 – 3 days
5	■ 3+ days
105	Total

The OVS Dashboard is organised as follows:

- The left side shows summary repair and service desk case information including No Fault Found/ No Trouble Found status, Due Back ageing and Service Desk case ageing.

- The upper middle section displays up to eight compelling events that are user selectable and chosen from operational and support reports. These allow a quick view of the dashboard to see areas that are working as expected and areas that need attention.

- The lower portion of the right two-thirds of the dashboard shows a summary of inventory information including device status (active, out of contact, lost/stolen, due back, in repair or in spare pool (if applicable)) and number of devices currently allocated to each site.

- The top menu bar has links to operational and detailed reports and links to the MDM and Return Materials Authorisation (RMA) tools.

- The dashboard also has a data picker and user selection to allow easy customisation of views by picking date range of interest as well as device sites and device models to view. There is also an icon that allows the export of data to PDF or CVS format.

5.2 OVS Report Library Screenshot

The operational reports are a set of reports that are driven by historical data provided from the MDM. These reports provide detailed views of device inventory, status and health, and device user behaviour. The reports provide valuable operational insight. Examples of how this insight can be used include identifying behavioural issues, such as how batteries are being charged, revealing bad batteries and spotlighting sites with low or high device utilisation. The screenshot below shows how these issues can be highlighted so that action can be taken.

6. PROFESSIONAL SERVICES

As with our support services, we have used our experience of thousands of mobile technology deployments to refine a comprehensive portfolio of Professional Services to support you throughout the life cycle of your technology. The offerings optimise planning, deployment and management and are detailed below.
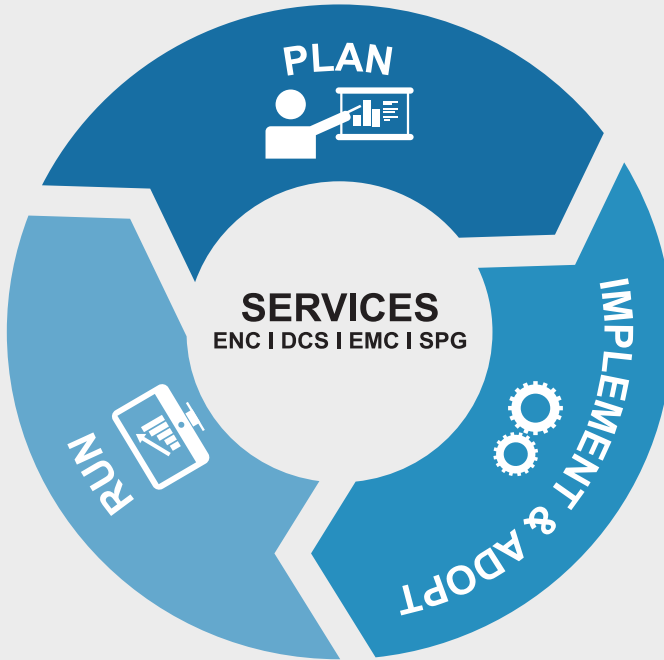

FIG 6: ZEBRA'S PROFESSIONAL SERVICES OFFERINGS

6.1 Planning Services

Our professional services team provides expertise to help you smoothly deploy your new technology. Using a combination of workshops, bespoke tools and industry standard project management frameworks, we can help you:

• Define and benchmark your strategy and operational targets

• Create a pilot to validate the business case

• Identify device requirements

• Prepare a project plan and create the processes to port your applications

• Survey and strengthen your WLAN security and ensure the network can handle expected loads

• Understand the capabilities of users and plan training programmes accordingly

• Design and architect the complete solution

6.2 Implementation Services

Our technical teams can help you roll out your mobile technology. We offer deployment services across 25 areas. Some of the highlights include:

- **Network implementation:** Wi-Fi deployment including site surveys, staging, installation, commissioning, system audits and troubleshooting.

- **Network services:** Providing commissioning of the AirDefense services platform, additional appliances, wireless LAN modules and intrusion protection. Additionally, we support the set-up of advanced forensic systems and troubleshooting, live RF and wireless vulnerability modules.

- **Device implementation:** Designing automated systems and processes to help you easily load software and apps to your devices. We can also manage the entire commissioning process for you.

- **Mobile Device Management (MDM):** Set up a mobile device services platform for remote device management, software upgrades and monitoring. We can also oversee the MDM platform for you.

- **Application testing and deployment:** Testing apps to ensure compatibility with your devices.

- **RFID deployment:** Delivering site surveys, reader deployments (fixed), and mobile (including staging) and RFID technical assistance to assess and troubleshoot existing systems.

- **Install, Configure and Assist (ICA) service:** Ensuring fast and reliable printer set-up. It's ideal for first-time users and for distributed implementations where non-technical colleagues need to install Zebra printers successfully in a short time.

- **Generic Services:** Including project management and customer solution workshops.

6.3 Run Services

Zebra provides a comprehensive portfolio of services to support your solution once it is up and running. These include Zebra OneCare and our Operational Visibility Service. Additional services that we offer during the 'Run' phase include:

- **Application Hosting and Management**
- **Network Infrastructure Management**

- **Security Monitoring Services**
- **Optimisation Services**

6.4 Software Application Migration Services

When you buy a new mobile technology platform you may need to transfer legacy applications to the platform. We offer both customised and pre-packaged services to ease the process. These proven services address the challenges of migrating from legacy Windows Mobile and Windows CE to a modern operating service such as Android or Windows 10 to help you reduce the risk, time and cost associated with the application development cycle.

Our migration services include:

- **Application virtualisation:** Virtualised prototype of up to ten screens of a legacy WinMob application running on a modern device with the latest operating system.

- **Re-envision:** Using your existing code, this solution allows you to simulate how your application will run with a modern look and feel on an advanced device.

- **Re-engineer:** Migrate legacy applications to today's devices through a rewrite tool that applies best practices for native or cross platform development. If you are running applications developed by Zebra of third parties, we provide a solution to smoothly migrate these applications to your new platform.

- **Third-party activation:** Provides sample code, best practices, troubleshooting & optimisation. Interoperability, usability and functionality testing coupled with post deployment application solution support.

- **Ongoing support:** SW support agreement provides access to Zebra OneCare support resources and entitles customers to defect fixes for Zebra applications. Post launch Tier 2 support of Zebra applications or third-party applications that have executed the test and validation service.

7. THERE WHERE YOU NEED US

As a multinational business we are available where you need us, with repair hubs and facilities strategically placed globally to reduce turnaround times. We offer technical support in 3 time zones and 16 languages with multilingual support available in working hours, and English language support across 24 hours.
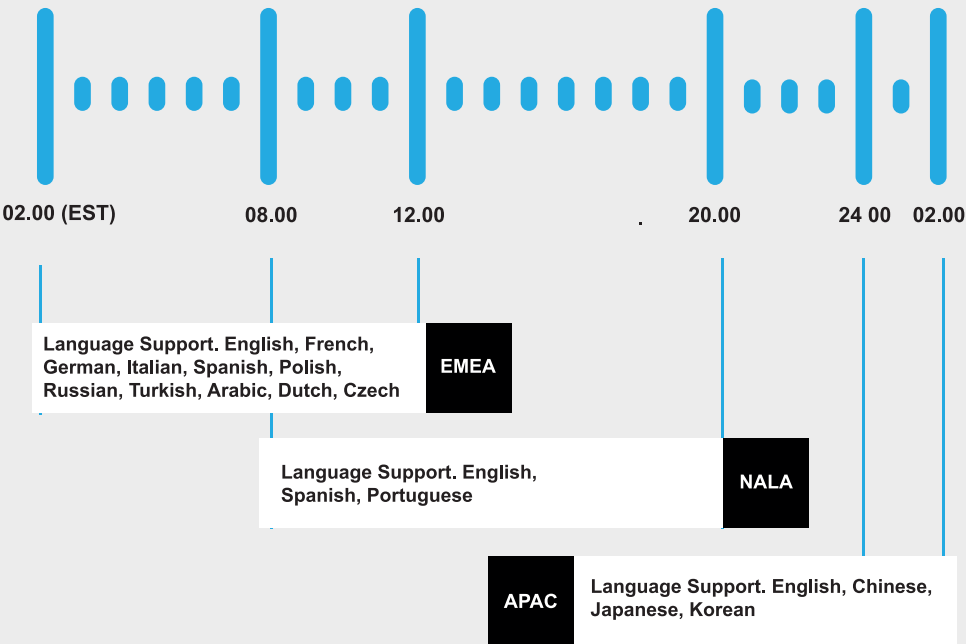

02.00 (EST) **08.00** **12.00** **20.00** **24 00** **02.00**

Language Support. English, French, German, Italian, Spanish, Polish, Russian, Turkish, Arabic, Dutch, Czech EMEA

Language Support. English, Spanish, Portuguese NALA

APAC **Language Support. English, Chinese, Japanese, Korean**

FIG 7: ZEBRA'S OFFERS HELPDESK TECHNICAL SUPPORT IN 3 TIME ZONES AND 16 LANGUAGES

7.1 There to Keep You Running

From the shop floor to the warehouse, to the dockside, to the roadside, and by the customer's side, your people have no time for downtime from their technology. That's why we engineer our mobile technology to be intuitive yet tough and reliable. And it's why we back it with a highly responsive range of support services that proactively avoid problems, solve them quickly should they arise and provide you with visibility and control over costs. We have put all our know-how into our OneCare support products, which keep your technology in the hands of your people to give them the best tools to do their jobs.

FOR MORE INFORMATION PLEASE VISIT: WWW.ZEBRA.COM

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