



Operational Visibility Service

Version 3.0 Feb 8, 2016

Part Numbers:

MSO-TR0-30 – Up to 499 – 36 months contract

MSO-TR1-30 – Up to 999 – 36 months contract

MSO-TR2-30 – Up to 1499 – 36 months contract

MSO-TR3-30 – Up to 1999 – 36 months contract

MSO-TR4-30 – Up to 2499 – 36 months contract

MSO-TR5-30 – Over 2499 – 36 months contract

MSO-TR0-50 – Up to 499 – 60 months contract

MSO-TR1-50 – Up to 999 – 60 months contract

MSO-TR2-50 – Up to 1499 – 60 months contract

MSO-TR3-50 – Up to 1999 – 60 months contract

MSO-TR4-50 – Up to 2499 – 60 months contract

MSO-TR5-50 – Over 2499 – 60 months contract

MSO-TR0-70A – Up to 499 – 84 months contract

MSO-TR1-70A – Up to 999 – 84 months contract

MSO-TR2-70A – Up to 1499 – 84 months contract

MSO-TR3-70A – Up to 1999 – 84 months contract

MSO-TR4-70A – Up to 2499 – 84 months contract

MSO-TR5-70A – Over 2499 – 84 months contract

MSO-OVS-10-R – 1 Year RENEWAL for Operational Visibility Service

MSO-OVS-20-R – 2 Year RENEWAL for Operational Visibility Service

MSO-OPT-SRVC – Additional Advanced Services for Operational Visibility Services



Zebra Service Description Document

OVERVIEW

Operational Visibility Service (OVS) is a service product available for Zebra Customers to enable visibility and insight to Device utilization and performance in the Customer's operational environment. Typically, the operational environment consists of multiple Customer sites (e.g., retail location, warehouse, field service routes, etc.) and third party locations (e.g., Zebra repair center, spare pool, staging depot, etc.). The goal of the OVS is to provide Customers with up-to-date visibility of the location of all its Devices (mobile computers, networked printers etc), the condition they are in (e.g., critical battery events observed, WLAN signal strength, etc.) and how the Devices are being utilized. In addition, the OVS will provide a number of service reports (e.g., customer calls, repair inventory, spare pool inventory, trouble ticket, device deployment, etc.), where applicable, when that data has been passed to the underlying Asset Visibility Platform (AVP), as described below.

The OVS is delivered using the AVP, which consists of a cloud-hosted mobile device management tool (MDM Tool), service portal (OVS Portal), and various data connections into Zebra. Optionally, the OVS may also connect to the Customer's backend service systems. The MDM Tool used is SOTI MobiControl and OVS includes access by authorized users to the MDM Tool.

The OVS is available for a three year or five year fixed Service Period. For some Products, OVS is also available on a 7-year "Annually Billed" basis, using part numbers which end in the letter "A". Products eligible for Annually Billed Contracts are: MC32, MC92, WAP4, VC70, WT41, MC67, TC70, and TC75.



Zebra Service Description Document

OVS	Best for...	Solution Size	Product Code	Details	Onboarding
<ul style="list-style-type: none"> Asset Health, Utilization Trends, Geo-Location, Device Metrics & Reports Operational Dashboard, Configurable views & thresholds Reporting & Analytics with data from operational environment Comprehensive Cloud Hosted Service including MDM console 	<ul style="list-style-type: none"> Visibility to your entire Zebra mobile device fleet and more Obtaining advanced operational insight Being able to identify, locate and understand the condition of you mobile devices and printers Having a managed Service based on a Platform for Growth, Collaboration, Application of Best Practice and Scalability of Experience backed up by Zebra Technologies. 	250-2500+ Devices	<ul style="list-style-type: none"> MSO-TR0-30/50/70A – 499 MSO-TR1-30/50/70A – 999 MSO-TR2-30/50/70A – 1499 MSO-TR3-30/50/70A – 1999 MSO-TR4 - 30/50/70A – 2499 MSO-TR5-30/50/70 – 2499 MSO-OVS-10-R – 1 Year RENEWAL MSO-OVS-20-R – 2 Year RENEWAL MSO-OPT-SRVC – Additional Advanced Services 	<ul style="list-style-type: none"> Cloud Based, Management and Integration Platform that Delivers Visibility and Significantly Improved Control Purpose Built for Business Critical Assets in Targeted Industry Verticals Engineered for Mobile Computing and Zebra Mobile Printers Range of Services: Foundational Asset Visibility to Transformative, Deeply Integrated SLA Defined Business Outcomes 	<ul style="list-style-type: none"> Includes on-boarding of Operational Dashboard and MDM platform and basic MDM configuration Target timeframe is 4 Weeks from order completion to MDM Instance and Portal to operational. Order completion is defined as P.O. received, Customer Order form complete and submitted, MDM configuration template to be completed within five (5) business days following the receipt of the completed order.

1. SERVICE DESCRIPTION

1. Zebra OVS Services

- Managed hosting of MDM Tool and OVS Portal:

Configuration of the MDM Tool will be handled by Zebra and is included in the OVS price. However, Customer must provide details in the prescribed MDM Information Template form so Zebra can perform the configuration. Zebra will do following:

- Implement Device Groups (Folder structure). Customer is responsible for creating actual Device profiles.
 - Add Device Rules. Zebra will create up to 4 device rules for each Device model. This assumes Add Device rules point to “_Staging” group in tree/group structure.
 - Create up to 10 Notification profiles that exclude the email recipients. Customer is responsible for setting up and maintaining the distribution list of email recipients in the notification profiles.
 - Create up to a maximum of 100 sites + 10 Alert rules (except geofence rules) for Device Groups (not individual devices). Customer is responsible for Distribution Email group list creation and management.
 - Create up to 20 Data Collection Rules maximum for device groups. Customer is responsible for any modification or additions post OVS go-live.
 - Create automatic relocation rules for each site based on IP address range if supported by MDM Tool. Customer is responsible for any modification or additions post OVS go-live.
 - Create up to 10 File Sync rules for entire device groups only. File sync rules are not validated – they are created and provided by Customer. Customer is responsible for any modification or additions post OVS go-live.
 - Create / provide both MDM Tool server and Device certificate configuration. (No specified limit.) Customer is responsible for providing Customer specific infrastructure information to create rules.
 - Create up to 4 lockdown menus per Device model.
 - Customer is responsible for creating application control and feature control rules.
- Setting up the OVS Portal with MDM Tool and Zebra backend data systems so that reports (described in section 2 below) can be created.
 - Testing of the MDM Tool and OVS Portal, and providing checklist to Customer.
 - Ongoing adjustment to MDM Tool hierarchy, as requested by Customer. Zebra will charge for each adjustment after the initial configuration (described in the above bulleted section), which will be billed at Zebra’s then-current hourly rate.
 - Online training on functionality and use of the OVS portal. SOTI training courses offered by SOTI academy are available from Zebra for one student per OVS order.
 - Online training with a focus on best practices for operational processes when utilizing the AVP functionality to manage and track Devices.
 - Create End-User Customer portal dashboard and/or Customer portal dashboard where applicable

2. **Zebra OVS Reports**

- a. **Operational and Service Reports** (available for all Zebra Mobile Computing Devices and subject to data availability)

Zebra will provide the following reports as part of the OVS and subject to Device data being available. Anything outside of the reports listed below is a custom service and will attract additional charges.

OneCare OVS Reports with Essential

The following reports are available to OneCare Essential customers with OVS:

- Active Devices
- Critical Battery Events
- Device Battery Discharge Rate
- Device Battery Level
- Total Devices
- Device Physical Memory Utilization
- Device Storage Memory Utilization
- Managed Individual Device Summary
- Newly Activated Devices
- Out of Contact Devices
- Printed Labels
- Printer Battery Level
- Printer Critical Battery Events
- Printer Odometer
- Repair Queues
- Repair Resolutions
- Unutilized Devices
- WLAN Signal
- WWAN Call Time
- WWAN GPS Locations
- WWAN Signal

OneCare OVS Reports with Select

The following reports are available to OneCare Select customers with OVS:

- Active Devices
- Advanced Exchange Resolutions
- Case Queue
- Case Resolutions
- Managed Individual Device Summary
- Critical Battery Events
- Device Battery Discharge Rate
- Total Devices
- Device Battery Level
- Device Physical Memory Utilization
- Device Storage Memory Utilization
- Newly Activated Devices

- Out of Contact Devices
- Printed Labels
- Printer Battery Level
- Printer Critical Battery Events
- Printer Odometer
- Repair Queues
- Repair Resolutions
- Unutilized Devices
- WLAN Signal
- WWAN Call Time
- WWAN GPS Locations
- WWAN Signal Report

b. Operational Reports for Zebra Printers

The following reports will be made available on the OVS Portal. Anything outside of the reports listed below is a custom service and will attract additional charges.

- Device Reports:
Device Inventory, Active Devices, Out of Contact Devices. The Customer is responsible for keeping an up to date inventory of the Devices.
- Battery Reports:
Printer Critical Battery Events, and Printer Battery Level
- Operations report:
Printer Labels and Printer Odometer

In order to provide the above Operational Reports a Windows Server 2008 R2 with a minimum of 4GB RAM, 2.5GHz dual processor, and 40GB hard drive will be required to be installed at the Customer site(s). Zebra Advanced Services will be required to install and configure the server required to deliver operational reports.

3. Service Desk

- a. The OVS will be supported as per the Customer's current Zebra Support Contract. Customer should refer to the relevant Zebra Support Contract(s) for information on Service Desk coverage hours, and email and telephone contact information.

The Customer can contact the Service Desk for support on the following:

- Issues with Portal Access – Password Reset, Cannot Login,
- Incorrect Display of Data on the OVS Portal
- Issues with reports data, downloading/saving a report
- SOTI Access - Password Reset, Cannot Login
- SOTI Availability – Up/Down Time but excludes mobile device agent and/or incorrect information from the agent to the SOTI MDM.
- Help with filling out a case report.

- b. Response Time. Zebra will provide callback response during standard business hours for OVS Portal and MDM Tool reported issues within four (4) business hours.

OVS Portal and MDM Tool reported issues and escalated issues will be further handled during standard business hours.

4. OVS Portal:

Zebra will provide OVS Portal access to the appointed Customer's Technical Project lead. It will be this person's responsibility to provide access to the Customer's other users (up to the maximum number of licenses specified in the MDM Information Template), this includes users' access rights and restrictions. Customer will ensure that each user agrees with Zebra's End User License Agreement EULA before accessing the OVS Portal.

Performance

- a. The target availability of the OVS Portal is 99% (excluding planned maintenance windows). The availability is a target and is not guaranteed.
- b. The target timeframe for OVS Portal availability is within four (4) weeks of ordering. This assumes the Customer has completed and submitted the MDM Information Template within five (5) business days (1) week of its order for the OVS being received by Zebra.
 - a. The target timeframe is measured from the time the MDM Information Template is received to the time first Customer user has access to the MDM Tool and to the OVS Portal
 - b. Data within the MDM Tool is targeted for same timeframe but dependent on Customer timeline for MDM client loaded to Device and proper push of data from Device to MDM tool
 - c. When applicable, the completion of Zebra repair and help desk ticketing data integration (for Devices under Zebra Support Contract) should not exceed four weeks beyond initial first user access to OVS Portal.

MDM Tool software updates, security fixes, and/or general releases may be made available to Zebra by the MDM Tool licensor throughout the term of the OVS. Deployment by Zebra is subject to Zebra's testing and signoff criteria, which includes successful completion of integration testing with the OVS Portal.

2. CUSTOMER RESPONSIBILITIES

1. **Contacts:** Customer will provide access to a single Technical Project lead who will be responsible for working with Zebra to deliver the OVS. Any additional resources and subject matter experts, as requested by Zebra, should work through the appointed Technical Project lead to answer technical questions related to the OVS. Optional advanced services are available if the Customer does not have the technical resource.
2. **Handover Documentation:** The Customer will create and hand over document/email for the End User Customer, which will contain items like the MDM Tool URL, login and snapshot of the Device hierarchy. The final document will be used by the Service Desk in order to support the Customer/End User Customer as reference, and to see if it has been changed.
3. **MDM Agent:** The Customer will load MDM Tool agent provided by Zebra either as a part of Gold Image or as a separate step. All deployed Devices need to be updated and the Gold image must be updated by the Customer and shared with Zebra if Zebra is loading the Gold Image after repair. The Customer is required to update the MDM Tool agent if there is mandatory update. The agent is freely distributed but it is Customer's responsibility to install it on the Device otherwise visibility may be impacted.
4. **Support of End User:** When required, the Customer will contact Zebra Service Desk for additional support – See the Service Desk section of this document for more detail. The End User Customer shall not contact Zebra directly for OVS enquiries unless supported by an optional service. For details of Customer, please refer to the Definitions description in Section 5 of the SDD.
5. **Completion of MDM Information Template:** Customer is responsible for the full and accurate completion of Zebra's MDM Information Template within five business (5) days of ordering the OVS. The MDM Configuration Template provides information that Zebra requires to perform the MDM Tool configuration as described in the section 1 (Core Service Description) above. Zebra will contact Customer appointed Technical Lead in case the provided information is not sufficiently complete or clear.
6. **Provide Network Connectivity & Sufficient Network Environment for Service:** Customer is responsible for (1) hosting of the enabling tools such as FTP server if required and (2) required network configuration such as firewall port configurations to enable operation of the OVS. These actions are to ensure that it is possible to access the right systems to enable remote access and remote logging into the Devices that are under management via the OVS. It is responsibility of Customer to provide a networking environment that is stable and provides appropriate bandwidth for the specified Device and application usage. Customer is responsible to setup/maintain MS ActiveSync for MS WinMobile/CE devices. Optional advanced services are available to order from Zebra if required by Customer.
7. **Reasonable Access to Information:** Customer will provide Zebra with access to any information reasonably necessary to facilitate the OVS. Customer is responsible for any modification or additions post OVS go-live.
8. **Configuration and Device Deployment:** Customer will be responsible for any staging, validation of the Device golden image with the MDM capability, integration of the MDM element with the hosted MDM Tool and deployment of this image or the MDM element on the Device. Customer will provide a stable Device configuration and also detail the Device deployment to Zebra. This level of detail must be provided to allow for the purpose of configuring, installing, testing and

troubleshooting the OVS. Optional advanced services are available if the Customer does not have the technical resource.

9. **Provide System Checklist and Hand Off:** Customer will receive the System Checklist at the completion of system set up. OVS will go-live once Customer receives the checklist.
10. **Provide Device Gold Image, Device Profiles/Packages and Manage any Deployment or Customer Software Updates:** Customer is responsible for Gold Image and MDM profile/package creation, deployment and remote updates of images or software on devices. Optional Advanced Services are available to order if required. It is the responsibility of the Customer to load the MDM Agent provided by either Zebra or by the persons responsible for creating the device Gold Image. If the MDM Agent is not deployed and configured correctly, then devices will not be managed by the MDM Platform or be visible in portal. All deployed devices need to be updated and the Gold image must be updated and shared with Zebra if Zebra is loading Gold Image after repair.
11. **Services Not Provided and Not Included in OVS:** Customer is responsible for device management-related services such as Deployment and Staging. Services not specified in this service description document will not be provided by Zebra as part of the OVS. Zebra will not be responsible for the device management, golden image management and device updates. Optional Advanced Services are available to order if required.
12. **Replacement of Devices:** The Customer is responsible for utilizing the platform available through OVS and maintaining, through operational processes, the accuracy of device replacements/movements of devices between end user locations. This includes the detail regarding replacement and/or movement of devices between end user locations. If this is not adhered to then the data that is displayed in the OVS Portal may not always be accurate and visibility may be impacted.

3. LIMITATIONS AND RESTRICTIONS

1. The provision of OVS shall be subject to the terms and conditions of the Customer's Agreement with Zebra.
2. The OVS is only available for Zebra Devices with a current Zebra Support Contract. The OVS for each Device will automatically expire with the Zebra Support Contract tied to that Device. Renewals will be available with renewal of the Zebra Support Contract.

OVS can be ordered without support contract for non-Zebra consumer and PSION Devices, however the scope of visibility will be limited, based on data availability for those Devices.

3. The MDM Tool shall be the SOTI-hosted cloud.
4. During the initial setup, the Customer's Technical Project Lead and Zebra Integration Services will have access to the OVS Portal and MDM Tool. The Customer Technical Project Lead is then responsible for providing access to additional licensed users.

5. If Customer edits the SOTI Hierarchy and this affects the MDM Tool and/ or data in the OVS Portal then a chargeable advanced services engagement may be required in order to repair and/or recover the SOTI Hierarchy.
6. OVS will be operational for the following Operating System Versions:
 - Android - Android 4.1.X Jelly Bean and 4.4.X Kit Kat
 - Window Mobile/Embedded - Windows Mobile 5.0, Windows Mobile 6.X, Windows Embedded 6.5.X
 - Windows CE/Windows Embedded Compact - Windows CE5.0, CE6.0, and CE7.0
 - Futures – Windows Operating Systems
 - Link-OS – (Printer Specific see Zebra Printers)

7. Zebra Products fully supported in OVS

The following:

TC55, TC70, TC75, ET1, MC40, MC18, MC3200, MC70, MC75, MC55, MC65, MC67, MC95, ES400, MC21XX, MC45, MC9100, MC9200, VC6090, WT4090, WT41N0, MC17, MC18, VC70, VC5090, MT2000, MC2100, MC32XX, MC31XX, EP10, OMNI XT15, and Workabout PRO 4

The list of Zebra products fully supported in OVS is set out at:

<https://www.zebra.com/us/en/products/mobile-computers.html>

8. Zebra Printers - ZT220, ZT230, iMZ220, iMZ320, QLN220, QLN320, and QLN420
9. Consumer, and Non-Zebra products, although fully supported by the MDM Tool will have limited operational visibility in the OVS portal and is subject to data availability.
10. Zebra will not be responsible for purchasing or testing non-Zebra devices as part of the Operational Visibility Service.
11. Customer may terminate Annually Billed Contracts by providing Zebra with at least ninety days written notice of termination prior to the end of the third and each subsequent year. Annually Billed Contracts may be cancelled by Zebra giving Customer at least ninety (90) days' written notice to expire on any anniversary of the Service Period.

4. AVAILABILITY

OVS is available in select countries in EMEA and NA. To check availability in a particular country or for further details, please contact a Zebra sales representative by visiting: <https://www.zebra.com/gb/en/about-zebra/contact-us/contact-zebra.html>

5. DEFINITIONS

The following terms definitions govern the scope of the Operational Visibility Service described in this Service Description Document:

“Agreement”: shall mean the agreement in force between Zebra Technologies (or one of its affiliates) and the Customer governing the purchase of the OVS (the "Underlying Agreement"), or in the absence of an Underlying Agreement, by the regional Zebra Standard Terms and Conditions of Sale for Services applicable to such purchase

“Asset Visibility Platform” or **“AVP”**: shall mean the platform used to deliver the OVS, consisting of the MDM Tool, the OVS Portal and certain connections into Zebra backend data systems.

“Contract”: shall mean the purchase order placed by the Customer for the OVS (if and when accepted in writing by Zebra) and which constitutes a separate binding contract entered into by Zebra and the Customer in accordance with and incorporating the terms and conditions of the Agreement and this Service Description Document;

“Customer”: shall mean the entity purchasing the OVS from Zebra.

“EULA” shall mean the End-User Customer License Agreement applicable to the OVS.

“End-User Customer”: shall mean the Customer or, in case the Customer is a member of Zebra’s PartnersFirst or PartnerEmpower channel program, whose Devices are the object of the OVS.

“Devices”: shall mean the devices covered by a Contract (e.g. such as mobile computing devices, networked printers, etc.).

“MDM Configuration Template”: shall mean the template to be completed by the Customer which provides the information Zebra requires to configure MDM Tool.

“MDM Tool”: shall mean the mobile device management tool forming part of the AVP.

“Operational Visibility Service” or **“OVS”**: shall mean the operational visibility service described in this Service Description Document.



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“**OVS Portal**”: shall mean the service portal forming part of the AVP.

“**Service Desk**”: shall mean Zebra’s help desk for telephone and email support, as described in the Zebra Support Contract(s).

“**Zebra Support Contract**”: shall mean the contract under which Zebra provides support services in relation to Zebra Devices (e.g. Service from the Start, or Zebra OneCare).

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