Zebra Operational Visibility Service

GET THE CONTROL AND ACTIONABLE INSIGHT YOU NEED TO DRIVE IMPROVED BUSINESS PERFORMANCE

You've purchased Zebra mobile computers and printers to improve workforce productivity, operational efficiency and differentiate the customer service you deliver. To maximize the benefit of those investments, you need visibility into the wealth of operational information — both asset-centric and operational performance — that can be provided by those devices. Significant control and efficiency gains can be captured when you know where your devices are, how they are performing, whether they are being fully utilized, if they are properly configured with a fully charged battery for full-shift power, the status of print supplies and how operational processes are performing when enabled by those assets. And with Zebra's Operational Visibility services, you will.

Flexible Service Options

Zebra offers two Operational Visibility service levels based on your specific needs. If you have not yet invested in Mobile Device Management (MDM) software, our Operational Visibility Service (OVS) provides cloud-based MDM capabilities and asset visibility into all your Zebra mobile devices and printers. OVS offers the most complete device management, visibility and operational management solution available today. If you already own MDM platform, software and support, Zebra's OVS Connect portal allows you to leverage your existing MDM investment by adding powerful new asset management capabilities. OVS Connect integrates directly with your existing MDM platform and software and provides single-screen visibility and analysis of all Zebra mobile devices and printers via operational and configurable dashboards.

Asset Visibility Platform

OVS and OVS Connect are built on Zebra's Asset Visibility Platform — a cloud-based management and integration platform, purpose-built for management, control and visibility into business critical assets. The platform enables deep, device-level control of assets, captures the data and provides the analytics that enable enterprise asset intelligence.
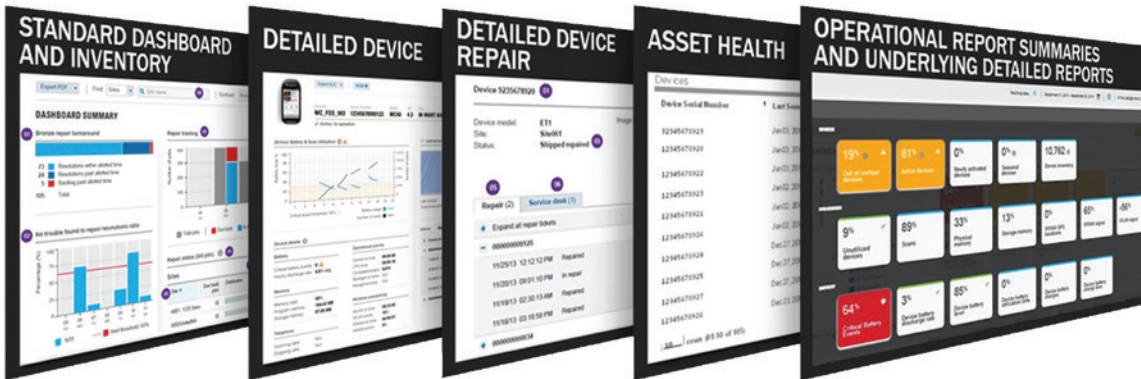
Feature Overview

- **Fully hosted Zebra Cloud platform.** Convenient remote access to your customizable Operational Dashboard.

- **Easy to order.** Standard part number and pricing; order together with your Essential or Select Zebra OneCare support service; included with Premier Zebra OneCare Service.

- **Fast deployment.** You'll be up and running quickly.

- **Integrated Mobile Device Management (MDM) capabilities.** Get full MDM capabilities with Zebra's OVS or leverage your existing MDM investment with OVS Connect to remotely support operational requirements such as device updates, proactive management, troubleshooting, remote triage and security controls such as remote lock and wipe.

- **Take action.** Configurable thresholds and proactive alerts aligned to user roles transforms complex data into actionable insight.

- **Comprehensive deep visibility into your entire fleet of mobile computers and printers.** Look at locations, by location or a specific device for a date range or a specific date.

- **Robust data collection.** Populate your dashboards to provide visibility into key metrics such as battery performance, utilization, location, configuration, wireless connectivity performance and more.

- **Help desk and support.** Expert platform and portal support to keep your solution available.

- **Comprehensive training services.** Achieve greater visibility to maximize the value of your assets and differentiate your business.

Convenient Online Portal

The Asset Visibility Platform integrates data from multiple sources over the entire device lifecycle — from your operational environment to your foundational support systems such as repair operations, logistics and service desk. Once captured, this complex data is aggregated, normalized and presented in the online portal through an Operational Dashboard that provides easy-to-read configurable screens. You set the thresholds on a multitude of device metrics, enabling you to take advantage of platform-enabled automation, analytics and the statistics that are most meaningful to your organization. And since both OVS and OVS Connect are built on Zebra's Asset Visibility Platform — a cloud-based management and integration platform, our managed services give you anywhere, anytime access to your data, enabling timely decision making and the ability to take the action required to improve business performance.

Real Results

The data that you need to maximize productivity, operational performance and mobile device value is always at your fingertips. Now, you can see if all of your devices are being fully utilized in all your locations and delivering on your corporate strategies, allowing you to verify that new device investments are necessary — before you make the purchase. Since you have visibility to where all your devices are at any time and whether any performance issues are developing, you can proactively address those issues before they impact business performance and maximize the time your devices spend in service.

Benefits

- **Increase your device uptime, availability, adoption and utilization.** Operational transparency and actionable insights enable proactive management.

- **Reduce your mobility costs.** Reduce support costs, increase device utilization and decrease mobile device downtime.

- **Improve operational efficiency.** Ensure that each and every one of your devices provides the peak performance required to maximize productivity.

FEATURES AT-A-GLANCE

	OVS	OVS CONNECT
Managed cloud platform	Access to Zebra's purpose-built Asset Visibility Platform enables visibility and operational control	
Mobile Device Management (MDM) functionality	Delivers full cloud-based MDM functionality in addition to the operational visibility and analysis delivered by Zebra's Asset Visibility Platform; ideal for those companies without existing MDM software	Collects data from your existing MDM software and delivers it to Zebra's Asset Visibility Platform for advanced analysis and reporting; allows you to maximize the value of your existing MDM investment
Supported devices	Zebra mobile computing devices, Zebra Link-OS networked-enabled printers, Non-Zebra rugged and consumer devices (iOS and Android)	
Dashboard visibility	Comprehensive one-screen view of operational and Zebra OneCare reporting data. Identification, location, condition and utilization of assets within your environment; actionable insight through reporting, analytics and alerts	
Help desk support	Platform and dashboard support	
Training	Dashboard training, user guides and Asset Visibility Platform best practices as well as MDM training	Dashboard training, user guides and Asset Visibility Platform best practices

Access to the OVS and OVS Connect requires an existing Support Services Contract on any Zebra Technologies devices to be added to the program. OVS and OVS Connect require a minimum of 250 devices to order.

What do you get when you manage your operations with Zebra's OVS or OVS Connect?

PERSONALIZED OVERVIEW

A powerful platform and dashboard for at-a-glance visibility into the right device criteria

Your customized dashboard provides you with high-level visibility into the most important aspects of your mobility solution. You can see:

- Critical data captured into the Zebra Asset Visibility Platform directly from operations and support systems
- A high-level overview of the operational status of all your mobile devices by site or device model
- Compelling events — select the eight metrics you want to see from up to 20 reports, such as devices with low battery power
- The number of devices that are due to be shipped to the depot and the number of cases that are open
- The number of devices that come into our depot with "no trouble found"

DEVICE METRICS

Everything you need to know about your mobile operations

With our wide variety of ready-to-use reports, you get instant visibility into device metrics that can help you better manage your devices, increase device uptime — and increase the value of your device investments:

- Device statistics present the status of your mobile device inventory: Active, Out of Contact, Newly Activated and Total Inventory
- Battery statistics include the number of critical battery events, battery discharge rate and average battery level
- Device utilization reports help you understand device use and operational performance with metrics such as number of scans and battery usage over the last 24 hours
- Location tracking enables you to keep track of the location of your supported devices at all times with GPS reports
- Wireless connectivity performance lets you monitor the status of your devices in either WLAN or WWAN environments

SUPPORT DETAILS

Everything you need to know about every device — from the moment it enters the repair cycle until the moment it returns

In addition to the devices that are in operation, you can also monitor your devices as they move through the repair workflow:

- Service desk calls. The total number of calls, number of calls abandoned or answered and average and maximum wait and talk times
- Case Queue. The number of open cases and their status
- Repair Queue. Number of devices due to the depot and the number of devices shipped to you from the depot as advanced replacement devices
- Case Resolutions. Access to all information on closed cases
- Repair Resolutions. Access to all information on closed repair jobs

ZEBRA OPERATIONAL VISIBILITY SERVICE:
INTRODUCING THE PREDICTIVE POWER OF VISIBILITY

If you want maximum device visibility, operational performance, uptime and value out of your Zebra mobile computer and printer investment, get OVS or OVS Connect — only from Zebra, available through your Zebra partner.

For more information, visit **www.zebra.com/visibility** or access our global contact directory at **www.zebra.com/contactus.**

NA and Corporate Headquarters | +1 800 423 0442 | inquiry4@zebra.com