

FACT SHEET

TECHNICAL AND SOFTWARE SUPPORT:
SCANNERS, RFID AND MOBILE COMPUTERS



ZEBRA



Resolving a Time-Sensitive Delivery Problem: A Customer Case Study

After a widespread security breach, one major credit card company needed to quickly send replacement cards to its customers. It turned to a nationwide courier to deliver the cards and collect the necessary signatures as proof of delivery.

During several of the deliveries, the main application froze as couriers tried to record the delivery and capture signatures on their Zebra devices, slowing down delivery time, and in some cases, preventing delivery of the new cards.

The Zebra technical support professionals quickly deployed a device diagnostics tool, which revealed that an erratic cellular network connection was causing the malfunction. Zebra helped the courier's IT department troubleshoot the situation with its wireless carrier, leading to a speedy resolution that allowed the credit card deliveries to be completed as planned.

The bottom line: The courier's service contract with Zebra enabled the company to avoid costly delivery delays and a potentially unhappy customer.

Technical and Software Support (TSS)

AVAILABLE FOR ALL ZEBRA BARCODE SCANNERS, RFID AND MOBILE COMPUTERS

MAXIMIZING UPTIME, EFFICIENCY AND VALUE OF YOUR BUSINESS-CRITICAL ZEBRA DEVICES

Companies rely more and more on technology to support their business-critical operations. This technology is also constantly evolving, which can impact the performance of your crucial assets. Changes or updates to software, to network connectivity or even to your desktops can unexpectedly affect the operation of your wireless scanners and mobile computers.

Zebra's Technical and Software Support (TSS) service provides successful resolution of all your technical support needs with fast response times, well-defined service levels, advanced diagnostic tools, access to the latest software upgrades and speedy outreach to the technical resources of third-party vendors. This enables you to quickly fix performance issues, minimize potential downtime and optimize daily operations.

Reduce Operational Risk and Increase Uptime, Efficiency, and Predictability

Want to avoid unpleasant and costly surprises in your business? Zebra's TSS can help. For example, Zebra's specialized technical support professionals can help you troubleshoot both hardware and software — including third-party applications available on Zebra devices. Zebra's TSS enables you to easily install Zebra-validated software updates, thus allowing you to avoid costly downtime and possible security breaches caused by outdated software. Our TSS service gives you the technical resources you need to maximize performance and reliability of your critical operations throughout the life of your service contract.

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Unburden Your IT Staff

Zebra's TSS professionals fully understand the settings and functionality of your mobile computers, barcode scanners and software — so your IT department doesn't have to. We understand how changes made to key components of your technical operations, such as an upgrade to your networking infrastructure or your enterprise resource planning (ERP) system, may affect the way your wireless infrastructure, and mobile computers and scanners work. With Zebra's TSS service, your IT department gets the support it needs to keep your operations running smoothly — leaving you free to focus on strategic programs.

Reduce Your Total Cost of Ownership

Robust management of your IT assets can reduce your long-term operational costs. According to Gartner Research, companies that proactively manage their IT assets experience cost savings ranging from 5% to 30% per year. Zebra's TSS service lowers your IT expenditures by reducing the costs associated with downtime, returns, repairs and unnecessary new hardware purchases. It also helps you avoid unexpected expenses and achieve a more predictable operating budget.

TSS FEATURES AT-A-GLANCE

Fast Response	Priority 8x5 phone and email support is available for Zebra scanners, mobile computers and RFID delivered by our experienced team of technology professionals. Users also have 24x7 access to our comprehensive library of more than 1,800 searchable support materials.
A Commitment to Rapid Resolution	Defined service levels and a clear issue escalation process mean that problems can be quickly resolved to your satisfaction.
Up-to-Date Software Ensures Peak Performance	Fast and easy software downloads ensure that your equipment and devices have the most up-to-date functionality, the latest security features and are fully compatible with your other operational equipment.
Flexible Contract Terms	Service agreements are available for 1, 3 or 5 years.
A Highly Trained Customer Care Team that Speaks Your Language	Zebra's TSS — available in 17 languages with locations around the world — gives you direct access to a highly trained team of technicians who can quickly tap into additional engineering resources when escalation is required.
A History of Success	Zebra's call center team handles calls every second of every day, helping customers access everything from advanced troubleshooting to assistance with software upgrades.

**ZEBRA'S TECHNICAL AND SOFTWARE SUPPORT SERVICE:
DELIVERING PREDICTABILITY — AND PEACE OF MIND**
For more information on TSS, visit www.zebra.com/zebraonecare



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