



Wireless LAN Management Service

NETWORK INFRASTRUCTURE MANAGEMENT

It's been a wild day in your IT department. One of the senior technicians has been tied up all day installing critical configuration updates, another has spent hours troubleshooting an intermittent wireless connectivity issue, and field users have been calling every ten minutes, complaining that downloads from the network are too slow. Unfortunately, the only tech on staff who really understands how your Wireless LAN works is out today...

Wouldn't you rather have your key people thinking about tomorrow's solutions instead of today's disruptions? Innovating for your future instead of merely maintaining the present? You can. Just let Zebra® manage it.

You take care of your business

Networks and Wireless LANs (WLANs) tend to be built on complex infrastructures – equipment from several vendors, supporting multiple devices and communicating through a variety of protocols. The more you rely on those complex systems, the more your business can be hurt when something goes wrong.

It's little wonder that, in most enterprises, so many critical IT resources are devoted just to keeping wireless systems functional. Yet the truth is, you don't want to manage and maintain your own WLAN to support business-critical mobility. You only want to use it.

We take care of your WLAN

With Wireless LAN Management, you can hand off the day-to-day management of your wireless network to the experts at Zebra. We keep your WLAN operational and available by monitoring it remotely, 24x7x365, troubleshooting and maintaining it from our global Network Operations Center (NOC).

We resolve connectivity and configuration issues before they disrupt your business. We manage routine updates and maintenance without distracting your staff. If an event requires action at your end, we'll let you know what, why and how. Meanwhile, you keep all the mobility benefits of your WLAN and stay focused on what's really important to you – your business.

Wireless LAN Management Gives You:

- Access to experts who are responsible for your wireless infrastructure
- Centralized monitoring and configuration management of multi-vendor WLAN environments
- Remote troubleshooting and dispatch of on-site technicians for hardware issues

FACT SHEET

WIRELESS LAN MANAGEMENT SERVICE

Liberate your IT staff

Most IT departments have some expertise in wired networks, but enterprise wireless is newer, changes faster and comes with more built-in challenges. Keeping up the specialized knowledge necessary to maintain reliable wireless service is difficult and time-consuming, at best. At worst, it can lead to frustrating and repeated disruptions of your business.

Wireless LAN Management lets you hand off operation of your wireless infrastructure — the operational core of your business-critical mobile solutions — to experts who truly understand it. We troubleshoot connectivity issues, dispatch hardware service and report regularly on events and management activity. We keep the system up-to-date with the latest firmware releases, manage and deploy needed configuration changes, and analyze operational data to recommend adjustments.

Proactive and professional, Wireless LAN Management helps ensure your wireless network is ready when you need it. That means your IT resources are free to concentrate on core business and strategic initiatives.

Network infrastructure management

Wireless LAN Management is part of our full portfolio of solutions designed to let you choose the right combination of expert management, monitoring, security and optimization for your wireless network and devices. For customers with special outsourcing needs, we also provide customized services to help ensure you get maximum performance from your Wireless LAN. Ask your Zebra representative about Managed WLAN solutions.

At a Glance: Wireless LAN Management Service

Service Initiation — To establish your Managed WLAN service, we will:

- Assign a project manager to manage logistics and review the solution with your technical team
- Develop an operational plan, including any Key Performance Indicators (KPIs)
- Establish connectivity with your network, including preparing event forwarding server(s) as needed
- Work with your team to transition to your managed service solution

Single Point of Contact — Your Zebra customer service manager will be your single point of contact once the recurring phase of service delivery begins

Service Delivery — Your ongoing service will include:

- 24x7x365 live remote monitoring of your WLAN, including notification to your response team when actionable events occur, with information that will help them to take appropriate corrective action
- Routine remote testing and adjustment of the monitoring solution
- Management of wireless infrastructure configuration updates and firmware releases, including timely reports on deployment, exceptions and remediation actions taken
- Hardware service dispatch of on-site field engineer (where available) or repair as contracted¹
- Remote assistance by phone to help your IT technical support staff investigate WLAN availability issues²
- Monthly management reports on WLAN availability, summary event activity, and trends

¹ A separately purchased Zebra hardware service contract for the failed Zebra WLAN hardware is required. Customer remains responsible for resolution of non-Zebra hardware failures. ² Zebra's NOC provides support remotely in English only, Monday–Friday, 8 a.m. to 5 p.m. (U.S. Central Time) and does not provide support directly to individual end users.

For more information on Zebra's Wireless LAN Management Services,
visit www.zebra.com/services



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