

Zebra VisibilityIQ™

Features At-A-Glance Matrix

When you combine visibility with intelligence, you get VisibilityIQ™ — clear, mobile device intelligence for smoother operations. VisibilityIQ™ Foresight combines multiple sources of data onto a single pane of glass to provide intelligent data-driven analytics. VisibilityIQ™ OneCare® offers visibility into repairs, tech support and Android™ security patch status*. The matrix below illustrates at-a-glance availability of features and reports across our services to help you determine which solution is the best fit your customer’s needs.

Feature/Report	Description	VisibilityIQ™ OneCare ¹	VisibilityIQ™ Foresight ²	VisibilityIQ™ Foresight Connect ³
Repair				
Case Lifecycle	Reports information related to technical and non-technical cases from the point they were opened, until the time they were closed.	•	•	•
On Time Delivery	Provides delivery metrics as to whether repairs shipped on time related to their due date.	•	•	•
Repair Lifecycle	Tracks repair logistics for all RMAs as they move through the repair process.	•	•	•
Repair Return Rate	Tracks Return Rate over a 12-month period. NTF (no trouble found) and Damage too. Includes Damage Rate and Return vs Failure Rate comparison based on Units Under Contract calculation.	•	•	•
Repair Repeat Rate	Trend of repaired devices returning within 30 days.	•	•	•
Top Repair Metrics	Graphical ranking of repairs by Site, Faults and Problems.	•	•	•
Overlapping States Report	Internal Zebra CEM report highlighting devices that are showing in conflicting states. Example: a device showing In Repair and showing in Spare Pool at the same time.	•		
Contract				
Contract Status	Provides information on all service contracts regardless of expiration date. Includes serial number details per contract.	•	•	•
LifeGuard™				
LifeGuard Analytics	Provides Android security patch status for Android devices and recommends needed updates.	•	•	•
Battery				
Battery Swap	Displays the aggregation of battery swaps at enterprise, site and device level.		•	•
Critical Battery Events	Reports on batteries that are operating at or below 30% charge as an indicator of battery related issues.		•	•
Smart Battery Health	Provides Smart battery inventory, health status and predicted remaining useful life of batteries. Also allows user to create a report for battery replenishment based on battery remaining useful life.		•	•

Feature/Report	Description	VisibilityIQ™ OneCare ¹	VisibilityIQ™ Foresight ²	VisibilityIQ™ Foresight Connect ³
Device				
Devices in Operation	Devices as reported by the MDM categorized into Utilized, Unutilized and Out of Contact.		•	•
Newly Activated	Devices that have been newly added to the MDM.		•	•
Out of Contact	Provides a view to devices that have gone out of contact from the MDM to help pin-point Lost/Stolen. Also provides last known access point (AP) BSSID and friendly name for all out of contact devices.		•	•
Predictive States	Alerts on Site, Model and Device health as determined by Predictive Analytics algorithms.		•	•
Total Devices	Inventory view of customer's total devices from all onboarded contracts and MDM platform. The report also indicates the devices states in the operational environment.		•	•
Utilization				
Application Analytics	Track and compare total minutes used by each application and version.		•	•
Disruptions	Track and compare the number of device reboots vs. application not responding (ANR) states. Provides insight to the source of disruptions whether user, system or application initiated.		•	•
Physical Memory (RAM) Utilization	Physical Memory Utilization of Devices and alerts on threshold crossings.		•	•
Storage Memory Utilization	Storage Memory Utilization of Devices and alerts on threshold crossings.		•	•
Scans Metrics	Track the number of successful scans and compare the symbology.		•	•
Utilization Right-Sizing	Alerts on sites with highest and lowest device utilization. Information enables customers to determine right-sizing and allocation of devices.		•	•
WLAN Signal Strength	Per-site view of WLAN signal strength range. Identifies Access Points where devices are experiencing low signal strength.		•	•

FEATURES AT-A-GLANCE
ZEBRA VISIBILITYIQ™

Feature/Report	Description	VisibilityIQ™ OneCare ¹	VisibilityIQ™ Foresight ²	VisibilityIQ™ Foresight Connect ³
Base Platform Functionality				
Cloud-Based Web Access	Cloud-based dashboard and reporting with alerting customization.	•	•	•
Co-Branded	Partners can white-label the portal with their company logo.	•	•	•
Custom Device Tagging	Devices can be grouped by applying custom tags.	•	•	•
Customized Thresholds	Allows users with Admin permissions to set limitations based on report metrics that will cause the report tile to change color when the threshold is crossed.	•	•	•
Email Alerts	Sends email to users when a set threshold is in danger of being reached.	•	•	•
Local Time Zone View	Can be configured to display dates/times in user's local time zone.	•	•	•
Access to SOTI Learning	One Partner user is entitled to one SOTI Academy training accreditation with access to all SOTI on-line courses.		•	
Connector Software Requirement	"Connector" script provided to customer to extract data from customer-owned MDM.			•
Customer Onboarding	Service Level Manager reaches out to customer and guides through the process.		•	•
3rd Party Devices Supported via MDM	Non-Zebra devices.		•	•
Requires MDM Software	Visibility reports based on device metrics data collected by MDM.		Included	•
Eligible Zebra Devices	Devices for which this service supports.	Mobile Computers & Scanners	Mobile Computers & Scanners	Mobile Computers
Orderability	SKU/Part number for ordering.	Included with Zebra OneCare Support Service	Additional to Zebra OneCare Support Service	Additional to Zebra OneCare Support Service

¹ Available for Zebra mobile computers and scanners in NA, EMEA, APAC

² Evolution of OVS - now Zebra VisibilityIQ™ Foresight

³ VisibilityIQ™ Connect requires that you have an MDM. SOTI or AirWatch/MobileIron. Only SOTI supports printers; AirWatch does not support printers.



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