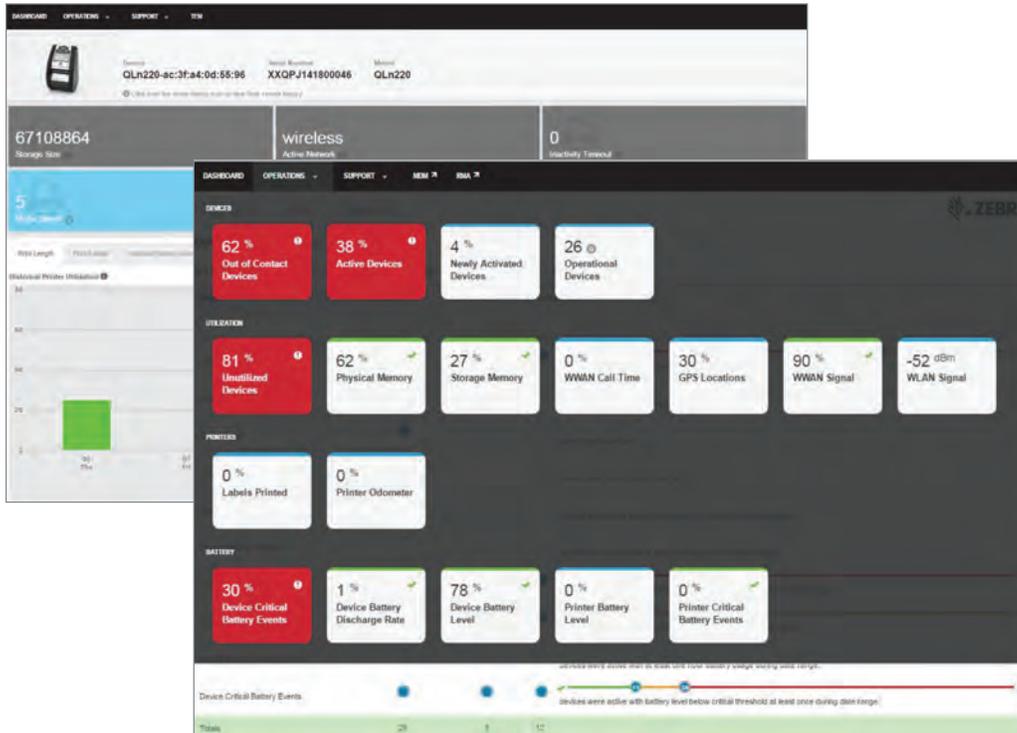


FACT SHEET

ZEBRA OPERATIONAL VISIBILITY SERVICE AND OPERATIONAL VISIBILITY SERVICE CONNECT



ZEBRA



Operational Visibility Services

MAXIMIZE THE BENEFITS OF YOUR MOBILE DEVICES AND PRINTERS WITH THE WORLD'S MOST COMPLETE INTEGRATED MANAGEMENT PLATFORM

You've made a major investment in mobile computers, tablets and smartphones and printers to streamline and error-proof your business processes. To maximize the return on your investment, you need to keep these crucial business assets up and running at peak performance, available to your workforce every minute of every workday. But that requires constant visibility into complete device-related information — something that even the most fully-featured mobile device management (MDM) solution can't provide.

Introducing Operational Visibility Service (OVS) from Zebra. OVS provides a single pane of glass into the multiple systems that contain data related to your Zebra and non-Zebra mobile devices, as well as your Zebra Link-OS networked printers. This powerful management platform pulls MDM performance metrics along with service and repair data from Zebra's systems to provide you with a new level of visibility into the identification, condition and location of your devices. Then you simply define your thresholds and what metrics you want to see on the easy-to-use, customizable dashboard — and OVS does the rest. Now, all the information you need to maximize the value of these technology investments — as well as the productivity of the workers who use them — is always at your fingertips. And right from the dashboard summary, you can drill all the way down to view information on individual devices.

Get the power to maximize the benefits of your mobile devices and printers with Operational Visibility Services — only from Zebra.

OVS GIVES YOU THE ANSWER TO JUST ABOUT ANY DEVICE-RELATED QUESTION:

- Where are all of your devices?
- How many devices are active and how many are out of contact, potentially lost or misplaced?
- Which devices are being under-utilized?
- How many devices have critical battery levels that require an immediate change?
- Which printers are bearing the heaviest load?
- What devices are running outdated firmware or operating systems?
- How many devices are in the repair depot — and what is their status?

And much more...

FEATURE OVERVIEW

Two options to meet the needs of any device management technology architecture: OVS and OVS Connect

OVS includes complete no-hassle integration of one of the most well-respected industry leading MDMs, SOTI MobiControl into your environment, including enrollment of all of your Zebra devices. Already have an MDM in place? OVS Connect provides integration with your existing on-premise MDM solution.

Support for Zebra and Third Party Devices

No matter what types of devices you have in your organization, OVS and OVS Connect can support them all: Zebra Android, Windows and CE mobile computers, Zebra Link-OS networked printers as well as third-party Windows, Android and iOS tablets and smartphones (available data may vary for non-Zebra devices).

Customizable online portal with easy-to-read dashboards

The interactive dashboard allows you to view over 22 ready-to-use detailed reports, enabling rapid deployment of OVS. Visual alerts allow you to see where devices are outside the thresholds you have defined and where actions may be required. For example, you can identify which sites consistently have batteries that are not fully charged — and with a few clicks, view the specific models and

their location. With the calendar picker, you can change the date range to view data for a single day, a week, a month or a custom date range of your choosing, making it easy to spot trends that allow you to proactively maximize device uptime, workforce productivity and operational efficiency. For example, you can see and address device issues before they lead to downtime, spot inefficiencies that could be addressed with training and identify where additional devices may be needed. And you get anytime anywhere access to all of this intelligence via a compatible browser.

Visual alerts

Configurable thresholds for red, amber and green status indicators make it easy for administrators to determine what immediate actions are required to maintain device performance, device uptime and worker productivity.

Comprehensive reporting

More than 22 ready-to-use operational reports allow you to view meaningful information the day your system is live. You can easily define the time period you want to view, as well as create additional custom reports.

Helpdesk and training for a complete solution

OVS enables online access to the SOTI Academy Training as well as OVS/OVS Connect Helpdesk support.

DEVICE BENEFITS

- Maximum device uptime and availability
- Maximum device utilization
- Rapid device adoption

STRATEGIC BUSINESS BENEFITS

- Reduced device support costs
- Maximum workforce productivity
- Maximum operational efficiency

MAXIMIZE YOUR INVESTMENT IN MOBILE DEVICES AND PRINTERS WITH OVS AND OVS CONNECT.

FOR MORE INFORMATION, VISIT WWW.ZEBRA.COM/OVS
OR ACCESS OUR GLOBAL CONTACT DIRECTORY AT WWW.ZEBRA.COM/CONTACT

OVS/OVS Connect Feature Overview

PERSONALIZED OVERVIEW

You get a powerful platform and customizable dashboard that provide comprehensive deep operational insight into the right device criteria. Features include:

Data Security	Your critical device data from eligible mobile computers and printers is securely transmitted directly from operations and support systems.
Customizable High-level Dashboard Overview	Deep operational insight into the operational status of all your eligible mobile computers and printers by site or device mode.
Compelling Events Overview	Select the eight metrics you want to see on your opening dashboard view. Choose from 22+ reports, such as devices with low battery power, or utilization.
Service/Repair-related Information	View of the number of devices that are due to be shipped to the depot, the number of open cases, the number of devices that arrived at the Zebra service depot with “no trouble found”, as well as “no trouble found” data.

DEVICE INFORMATION

Get everything you need to know about your business critical assets throughout your operational environment. Ready-to-use reports provide instant visibility into device metrics that help better manage your devices, increase device uptime — and increase the value of your device investments:

Device Status	View of Total Number of Devices, Active Devices, Out of Contact Devices (misplaced or stolen) and Newly Activated Devices.
Battery Statistics	Includes the number of critical battery events, battery discharge rate and average battery level.
Link-OS Printer Statistics	Includes the total number and total length of labels printed for individual printers, printers at a specific site or specific model; printer alerts; printer setting changes and more.
Utilization Metrics	Provides metrics such as the number of scans and battery usage to provide visibility into device usage and operational performance.
Device Location	Provides last known location for all GPS-enabled devices that are connected to the GPS satellite.
Wireless Performance	Monitor the status of your devices in either WLAN or WWAN environments.
Asset Data	Provides serial and model number; ‘friendly’ name; first and last seen dates and more.

SUPPORT

Get complete visibility into the repair cycle for every device — from the moment it enters the repair process until the moment it returns:

Case Queue	View number of open technical support cases and days open.*
Repair Queue	See what devices are due into the repair depot, currently in repair, and shipped back repaired or as an advanced replacement.
Case Resolutions	Access to all information on closed cases.*
Repair Resolutions	Access to all resolution information on devices with completed repairs.*

OVS/OVS Connect Feature Overview

REPORTS

The moment you complete deployment, over 22 ready-to-use reports provide a new level of visibility into your mobile devices and printers, nearly instantly.

Reports

Device Reports: Active Devices; Out of Contact Devices; Operational Devices; and Newly Activated Devices

Utilization Reports: Storage Memory; Mobile Computer Physical Memory; WWAN Signal Strength; WLAN Signal Strength; GPS Locations; Un-utilized Devices; Mobile Computer Scans and Mobile Computer Reboots

Battery Reports: Critical Battery Events; Battery Level; Battery Discharge Rate

Printer Reports: Printer Odometer; Printed Labels; Printer Alerts; and Printer Settings reports

Support Reports: Repair Queue; Repair Resolution; Case Queue; Case Resolution; Advanced Exchange Resolution; Repair Contracts and MDM Contracts

* Available for Zebra mobile computing devices only.



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

Asia-Pacific Headquarters
+65 6858 0722
contact.apac@zebra.com

EMEA Headquarters
zebra.com/locations
mseurope@zebra.com

Latin America Headquarters
+1 847 955 2283
la.contactme@zebra.com