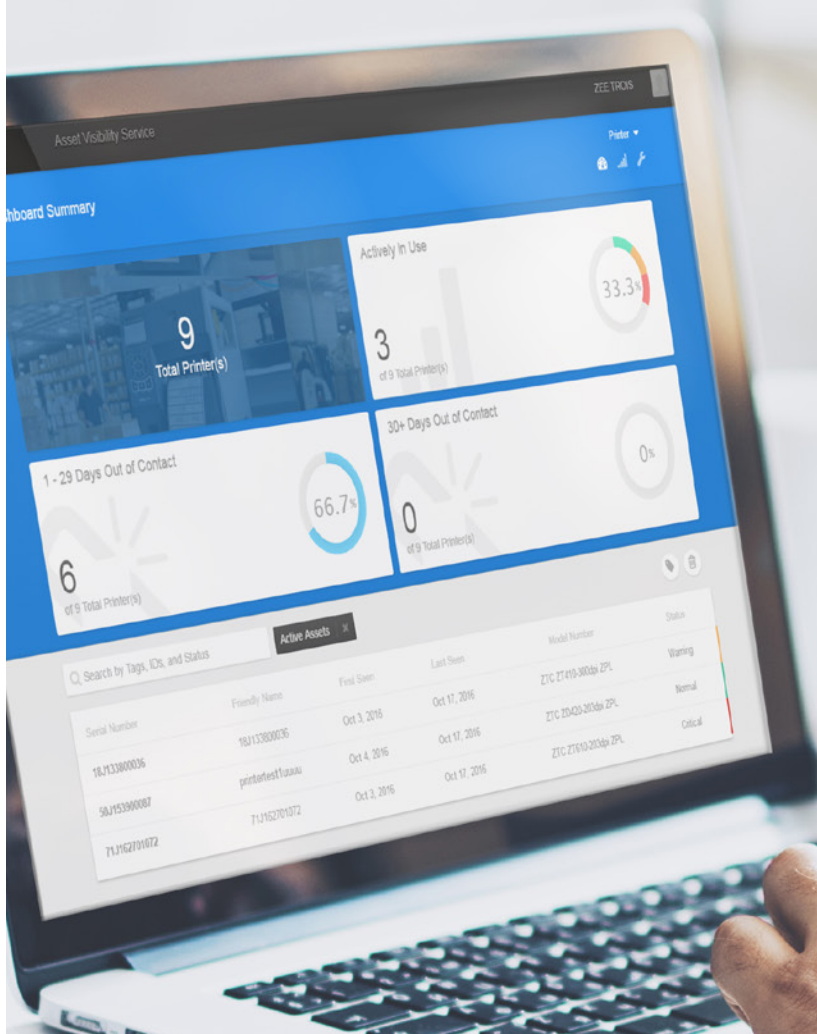**ZEBRA VISIBILITY SERVICES PORTFOLIO:**

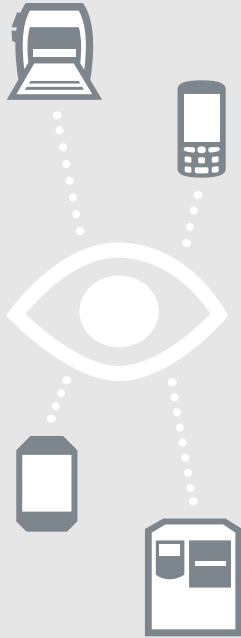# See It, Measure It, Improve it with Zebra's Visibility Services

Maximizing the Performance of your Critical Assets

Device invisibility is the hidden enemy of any organization. How are your critical business devices performing? If you don't know the answer to this question, it could be affecting your bottom line. According to VDC Research, each time a device fails you could be losing an estimated 80 minutes of productivity.* Each time a mobile device is lost, stolen or not charged properly, it costs you money. And each time a device sits idle, it increases the overall cost of ownership of your assets.

That's why Zebra's Visibility Services Portfolio gives you important insights into the health, usage and performance of your mobile computers and printers. The Zebra OneCare services portfolio goes beyond traditional repair services with additional options to deliver advanced visibility and predictability in your operations – to give you greater peace of mind.

Zebra's Visibility Services Portfolio gives you visibility into device availability, device usage and operational asset workflow to help you optimize your business operations. Zebra's wide range of visibility services allow you to maximize uptime by anticipating and proactively addressing potential issues before they affect your bottom line.
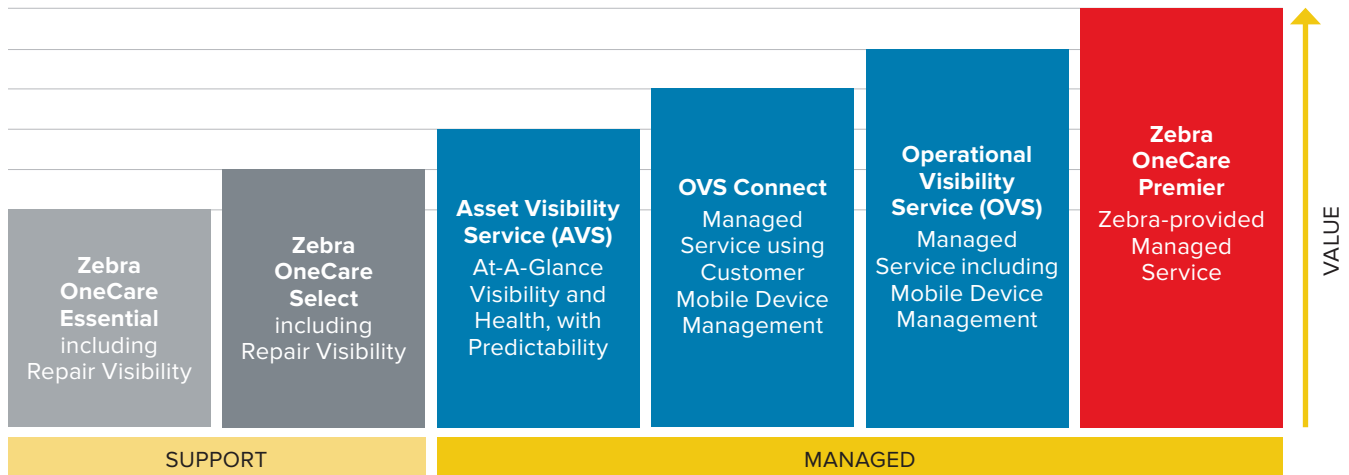
*Source: VDC Research Group, Inc.

Can you afford to be without visibility into your critical business devices? If not, Zebra can help. Think about the following questions:

- Do you know where all your devices are?

- Are your devices ready for use?

- Are they being charged every day?

- How are they being utilized/underutilized?

- Have they been out of contact? If so, why?

- Are they communicating with the network?

- Are batteries performing per your business needs?

- Do you know how many devices are in the repair depot? Or are they still waiting to be shipped back to Zebra for repair?

- Do you know the status of your open technical support case?

Zebra Visibility Services Portfolio

Zebra offers a full portfolio of visibility services to meet your enterprise's service requirements. Zebra's Operational Visibility Service (OVS), OVS Connect and Asset Visibility Service (AVS) are available in conjunction with Zebra's OneCare Essential, Select or Technical and Software Support service offerings. Zebra OneCare Premier is our highest level of service, providing customers with enhanced features such as repair support, customized dashboards, advanced diagnostics, third-party software support and proactive alerts designed around unique customer-selected thresholds, all supported by a fully-trained help desk. Together these services provide enterprises with device repair, technical support and unparalleled operational visibility.

					VALUE
Zebra OneCare Essential including Repair Visibility	**Zebra OneCare Select** including Repair Visibility	**Asset Visibility Service (AVS)** At-A-Glance Visibility and Health, with Predictability	**OVS Connect** Managed Service using Customer Mobile Device Management	**Operational Visibility Service (OVS)** Managed Service including Mobile Device Management	**Zebra OneCare Premier** Zebra-provided Managed Service
SUPPORT		MANAGED			

Operational Visibility Service (OVS) and OVS Connect

DELIVERING BUSINESS INTELLIGENCE TO IMPROVE BUSINESS OUTCOMES

Powered by Zebra's Visibility Platform, OVS gives you never-before-available insight into the identification, condition, performance and utilization of critical business devices by allowing you to easily interpret the complex data collected from your Mobile Device Management (MDM) platform and Zebra's internal repair and ticketing systems. OVS automatically analyzes the data collected by the MDM platform based on customized thresholds and creates easy-to-read, actionable reports available on a user-friendly, searchable dashboard. The OVS user interface allows immediate filtering of report views based on easy selection of desired date range, sites and/or device models, giving you much more insight than an MDM system alone.

The result? You get easy access to understandable and actionable "big data" analysis that allows you to quickly analyze the condition and performance of all your mobile devices and Link-OS™ network connected printers to make better business and operational decisions.

Zebra's OVS is available in two service options. For those companies that have not yet invested in MDM software, Zebra's standard OVS includes a fully functional hosted and pre-integrated SOTI cloud-based MDM. For those with MDM software, OVS Connect integrates directly with your existing MDM software to provide single-screen, granular-level visibility into all your mobile devices and your Zebra Link-OS printers.

Asset Visibility Service (AVS)

AT-A-GLANCE INSIGHT INTO
ASSET VISIBILITY AND HEALTH

Also powered by Zebra's Visibility Platform, AVS receives securely transmitted data from the device and provides at-a-glance visibility of your devices through big data analytics — including predictive insight into device health and performance with recommended corrective actions to help you move from reactive to proactive.

Color-coded health status allows you to easily see when a performance issue is predicted. A list of recommended actions helps you mitigate risk from the issue before it even occurs and potentially prevent unexpected downtime and/or disruption. Customized device naming and tagging allows you to quickly identify devices and filter views. In addition, AVS provides high-level repair information and contract details so you can easily access a device's relevant administrative records.

Available for customers from small to very large device counts, AVS enables you to proactively manage your business-critical Zebra devices from any web browser or with the AVS tablet application to increase uptime without the need for an expensive MDM tool (no MDM tool needed) or manually tracking assets.

Zebra's Visibility Services Portfolio in Action

Zebra's Visibility Services Portfolio can help improve your bottom line by enabling you to migrate from reactive asset traceability to proactive engagement. Using Zebra's Visibility Services Portfolio, you can anticipate potential problems and actively address them before they occur – giving you additional uptime, improved mission-critical business processes and greater confidence that your devices are performing optimally.

ENHANCE EMPLOYEE PRODUCTIVITY

When analyzing device availability, you may notice that a large percentage of mobile computers at a particular location need to be rebooted every day. Using your visibility service dashboard, you find that the devices are not communicating properly with the wireless local area network (WLAN) – and that employees are using the devices to access unapproved, non-business applications. After a few WLAN network adjustments and some new employee usage guidelines, the problem is solved – and worker productivity is restored.

STREAMLINE ASSET RESOURCE ALLOCATION

You may suspect that a particular location is not fully using its available mobile computers and Zebra Link-OS printers, while another location does not seem to have enough devices to keep up with the workload. With just a few clicks, you can configure Zebra's OVS platform to issue a red-colored alert if the number of "active" devices falls below the percentage you've defined. After two weeks of seeing red alerts every day, you decide to transfer the unused mobile devices to a different location, eliminating the need to buy any new devices.

PROTECT YOUR BUSINESS FROM SECURITY ISSUES RESULTING FROM LOST OR STOLEN DEVICES

Your visibility dashboard shows that a large number of Zebra Link-OS printers or mobile computing devices are listed as "out of contact." Further investigation uncovers an employee theft problem. The employee is fired, and the stolen devices are wiped clean from the MDM console.
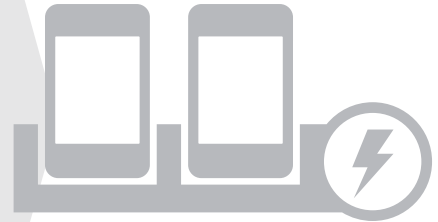
PLAN FOR SEASONAL TRENDS

You know your busiest warehouse will need more mobile printers during the holiday season, but you aren't sure how many devices you will need. With a few clicks, you can analyze last year's printer usage and quickly determine how many additional devices and printer labels will be needed. You can also prepare by making sure your devices are operating at "green" status and take the recommended actions to fix any devices showing amber or red – thus ensuring that all your devices will be operating at peak performance during the busy season.

EXTEND BATTERY LIFE

Through better device visibility thanks to OVS, you notice that about 10 percent of your mobile devices are not holding their charge throughout an entire shift – even though a battery analysis reveals that the batteries are healthy. After using OVS to investigate the battery charge at the start of the day, you find that a subset of workers is not following proper battery charging behavior. You correct the behavior and reduce the downtime you were experiencing due to battery replacement and recharging.

REDUCE NO FAULT FOUND

You notice that devices from a particular location usually come back from repair with no fault found. After investigating, you learn that the software application used at that particular site is causing unnecessary crashes and data transfer issues. Once the problem is corrected, device operation improves dramatically and more devices remain in the field instead of being sent unnecessarily for repair, thereby increasing uptime and improving productivity at that site.

FEATURES AT-A-GLANCE

	OVS	OVS CONNECT	AVS
Managed cloud platform	Powered by Zebra's purpose-built Visibility Platform to enable visibility and operational control		
Mobile Device Management (MDM) functionality	Includes full access to integrated, supported and cloud-based SOTI MDM; ideal for those companies without an existing MDM tool	Maximizes value of existing MDM investment; collects data from your existing MDM software and delivers it to Zebra's Visibility Platform for advanced analysis and reporting	Does not require an MDM investment
Supported devices	• Zebra mobile computing devices (Windows Mobile/CE and Android) • Eligible Zebra Link-OS networked printers • Non-Zebra rugged and consumer devices (iOS and Android)		• Zebra mobile computing devices • Eligible Zebra Link-OS networked printers (will require Link-OS V4.0 or higher)
Dashboard visibility	• Friendly, comprehensive, custom-configurable 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		• Easy-to-read, pre-defined, at-a-glance dashboard accessed via a web browser or tablet app (iOS or Android) • Total device inventory, active devices, out-of-contact devices by aging days, devices in repair (where applicable – does not apply to printers), Spare pool devices (if under a Z1C Select contract – does not apply to printers) • High-level Zebra support contract information and status • Color-coded health status and recommended corrective actions • Personalized device naming and tagging for identifying devices and filtering views
Onboarding	Collaborative onboarding process to enable required device configuration, network access, set up of SOTI infrastructure and back-end requirements, OVS portal access, user training and onboarding and dashboard data validation		• Simple, customer self-onboarding is fast and easy • Welcome email to named customer AVS administrator provides instruction for online, self-registration and contract info with PIN code for contract management
Training	Dashboard training, user guides and Visibility Platform best practices as well as MDM training	Dashboard training, user guides and Visibility Platform best practices	Online training, including webinars and documentations, on AVS portal and user self-on-boarding process
Device size requirements	Minimum of 75 devices in OVS and 250 devices in OVS Connect, which can include a combination of Zebra mobile computing devices, third-party rugged mobile computers and eligible Zebra Link-OS networked printers		Available for customers ranging from very small to very large device counts

To learn more about how Zebra's Visibility Services Portfolio can help you analyze the health and performance of your mobile assets and improve your business-critical operations, visit www.zebra.com/visibility-services or www.zebra.com/contact

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