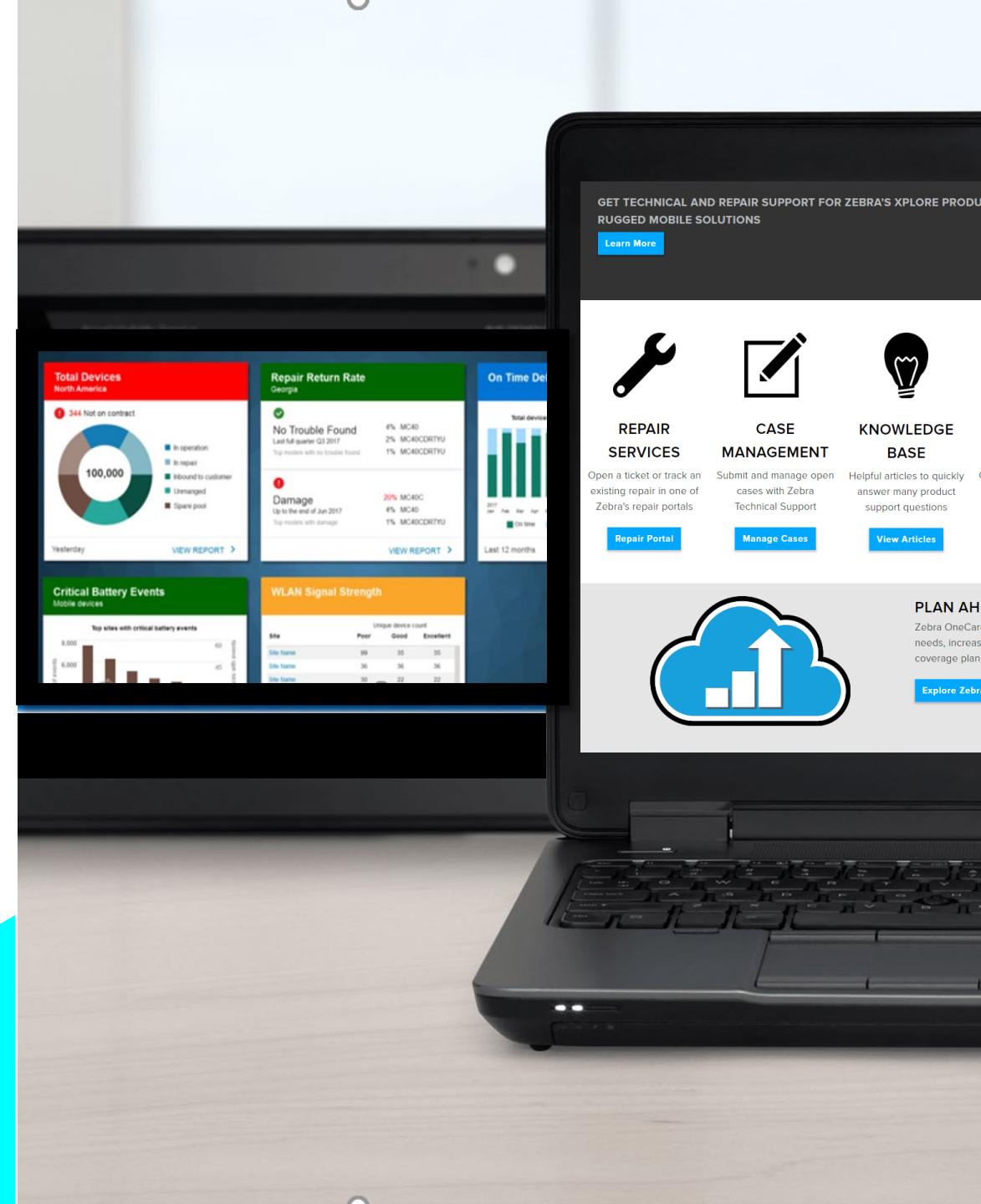




VisibilityIQ™ OneCare®

January 2020



Agenda

- Overview
- What's Provided in VisibilityIQ™ OneCare®
- Report Details
 - 8 Reports
 - LifeGuard™ Analytics Report
- Onboarding Instructions
- Supporting Documentation




Overview



- VisibilityIQ OneCare (new branding for Support Dashboard)
- Available as an included benefit to all customers who hold one of the following valid Zebra OneCare Support Service agreements for Mobile Computers or Scanners:
 - Valid Zebra OneCare Technical Support & Software (TSS) – Available for Core HW and SW Support SKUs
 - Does not include SKUs with software applications that are beyond what ships with the device, Ex. SOTI
 - Valid Zebra SV for TC2X Service Support Agreement
 - Valid Zebra OneCare Essential
 - Valid Zebra OneCare Select
- A configurable web-based tool that enables a series of repair, support cases, contracts and LifeGuard™ reports.
- Enhancements include visibility across repair data, technical/non-technical case data, contract information and LifeGuard™ Analytics for Android devices.
- Availability
 - Regions: NA, EMEA, APAC and LATAM

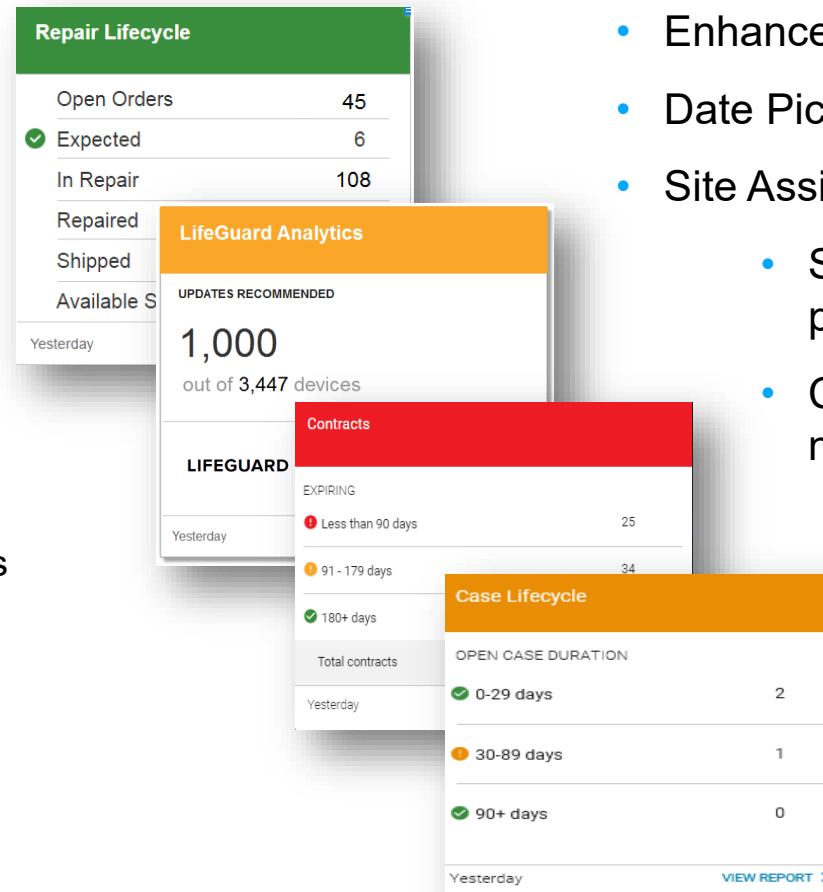
VisibilityIQ OneCare Provides:

- A Dynamic dashboard that is personalized and customizable
 - More data in an easy to consume format with:
 - Trending graphs: monthly, quarterly, annual
 - Relevant and usable information related to repairs, cases and contracts, performance
 - Insight as to when security updates are available for their Android™ mobile devices
 - An automated interactive tool that will ultimately replace manual reporting
 - A LifeGuard™ Analytics Report that will help ensure that your Android devices are operating with the latest security updates
- 

Support Reports and Enhancements

Reports*

- LifeGuard™ Analytics
 - Shows Android Security Patch Status
- Repair Lifecycle
 - Status of all repair tickets
- Case Lifecycle
 - Status of all tech support tickets
- Contracts
 - Shows all Service Contract details including Entitlement



Enhancements

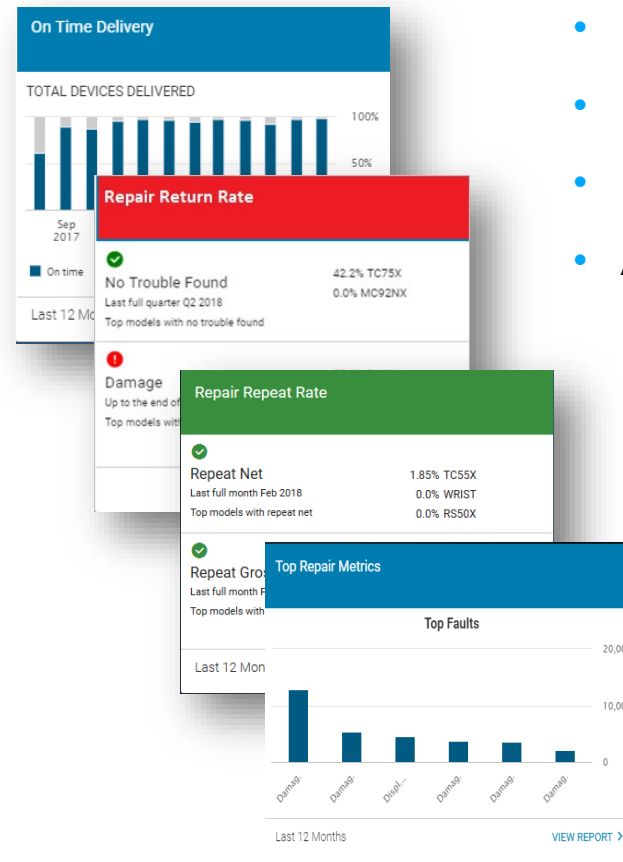
- Enhanced and simplified dashboard
- Date Picker enhancements
- Site Assignment administration feature
 - Site-Level Reporting to identify and isolate problem sites
 - Contract auto-add feature automatically adds new or renewed contracts

* View includes mobile computing and scanning product data with one full calendar year of historical data; Printer data is targeted for inclusion in 2020.

NEW! Support Reports

Reports

- On Time Delivery
 - Trend of repaired/replaced devices shipped on time
- Repair Return Rate
 - Tracks Return Rate over a 12-month period. NTF and Damage too.
- Repair Repeat Rate
 - Trend of repaired devices returning within 30 days
- Top Repair Metrics
 - Graphical ranking by Site, Faults, Problems



Enhancements

- Email Notifications for thresholds alerts
- User Tags
- Excel exports include System and User Tags info
- Advanced Filters

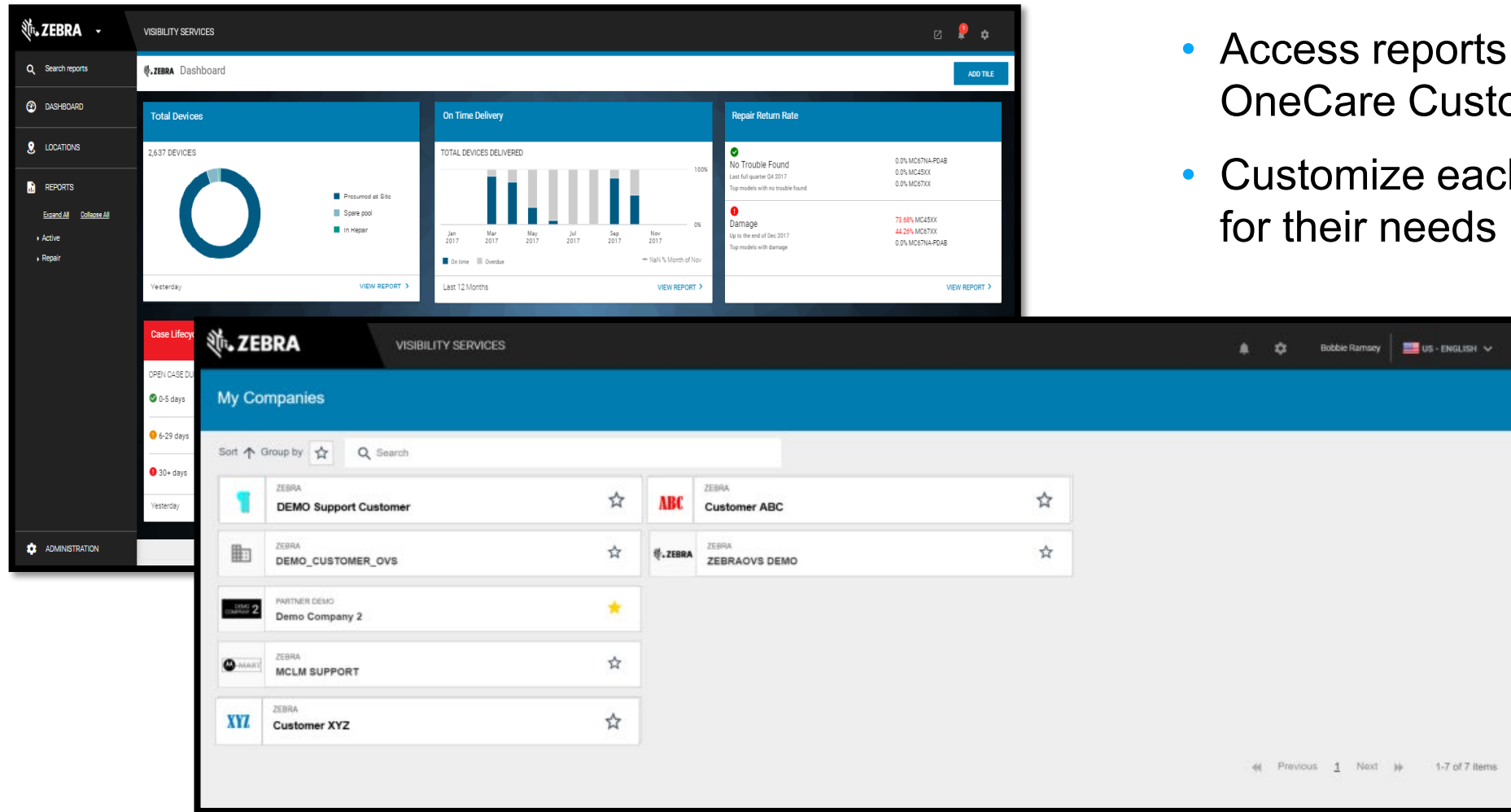
** View includes mobile computing and scanning product data with one full calendar year of historical data; Printer data is targeted for inclusion in 2020.*

User Landing Page for Legacy Support Customers and Multi-Service Customers



URL: avp.zebra.com

Partner Navigation Experience



- Access reports for all your Zebra OneCare Customers in one place
- Customize each customer's dashboard for their needs

Easy Access

- The URL – <https://avp.zebra.com>
- Log in ID
 - If you have access to any of the Visibility dashboards today, your log in ID will remain the same
 - If you need to get access to an existing dashboard, submit request at:
[Add New Users to an Existing Dashboard](#)
 - If you want to have a dashboard created, you can use the form in the link below to submit a request at:
[Go To Dashboard Request](#)

REPORT DETAILS - OVERVIEW

LifeGuard™ Analytics Report

Quickly see how many of your devices are due for an **Android security** update and which update is **recommended** by serial number

LifeGuard Analytics

UPDATES RECOMMENDED

1,000

out of 3,447 devices

LIFEGUARD FOR ANDROID

Yesterday

VIEW REPORT >

LifeGuard Analytics

Export Report

Search for site or tag

Mobile Computers

Yesterday

Yesterday (Sep 02, 2016)

UPDATES RECOMMENDED

1,000 Devices

UP-TO-DATE

2,344 Devices

ALL DEVICES

3,344

Device updates are an important way to keep your Android devices secure and running at their full potential. [LIFEGUARD UPDATES](#)
For Cellular enabled devices, please check with your carrier for the right carrier certified patches.

Count	Model	Type	OS Version	BSP Version	LifeGuard Update Level	Android Security Patch Level
▶ 500	MC40	GSM	KITKAT	2	1	Jan 2017
▼ 500	MC45	GSM	KITKAT	1	1	Dec 2016
AVAILABLE UPDATE OPTIONS						
OS + BSP + Patch			LOLLIPOP	2	2	Dec 2017
BSP + Patch			KITKAT	3	3	Jun 2017
Patch only			KITKAT	1	1.2	Jan 2017

LifeGuard Analytics Description

Ensure your Android devices are Protected!



Inventory view of Deployed Devices

- OS version, Security Patch Level
- Partner sets thresholds: Monthly Tolerance, percent of Devices

Create and distribute lists of devices requiring attention

LifeGuard Analytics

Tile Alert

Update alerts based on the number of devices with recommended updates.

10%

30%

CANCEL

SAVE

Updates Recommended

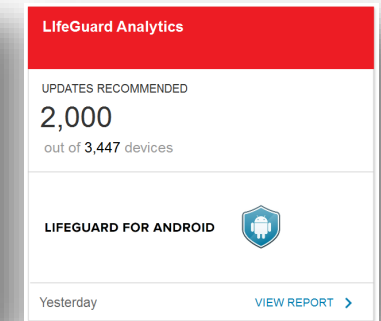
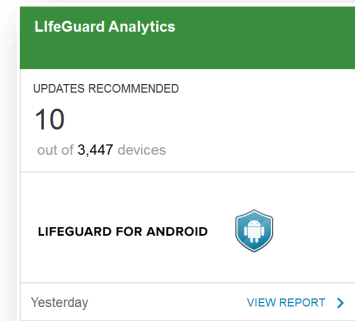
Acceptable number of months between deployed patch vs. latest available patch.

3

Months

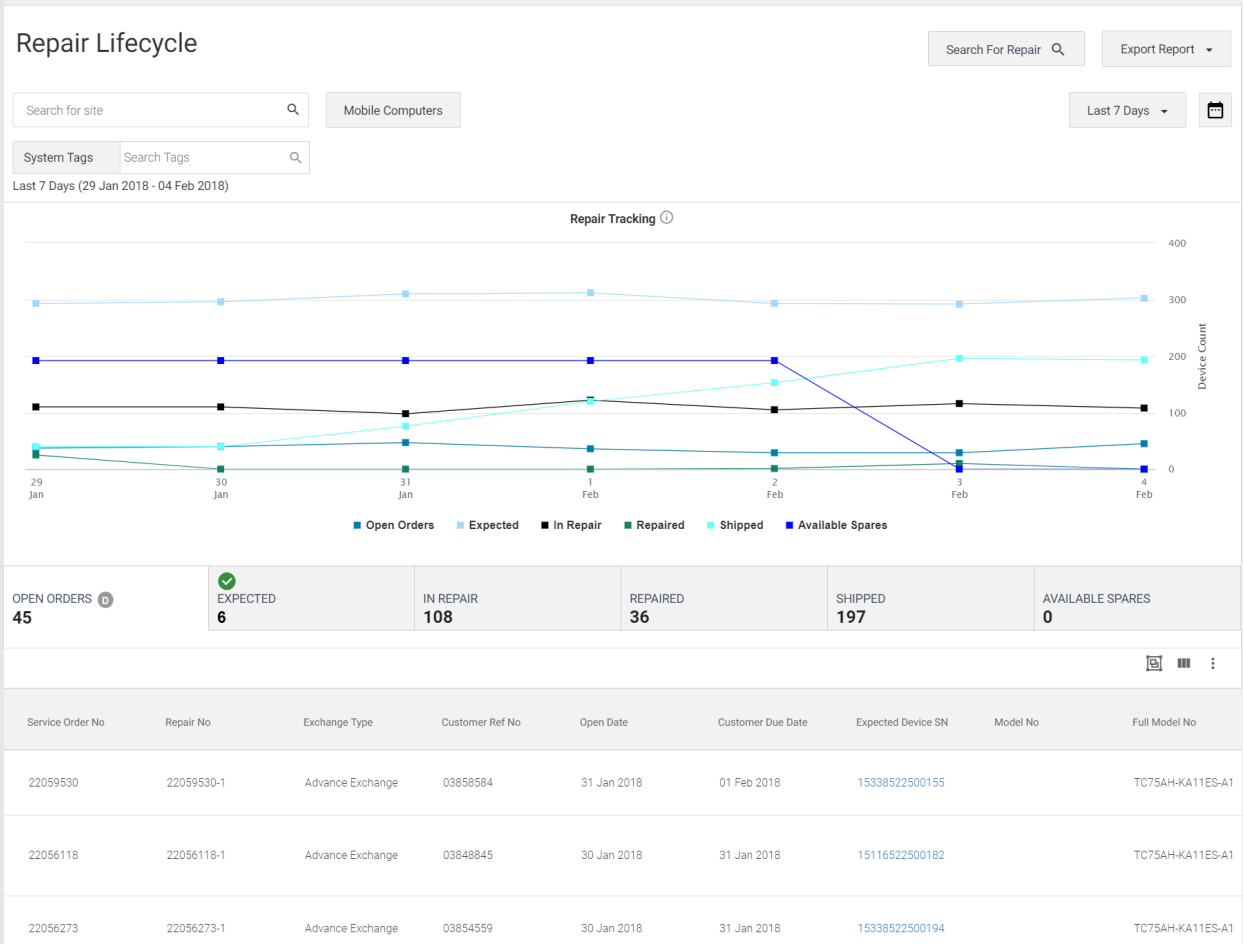
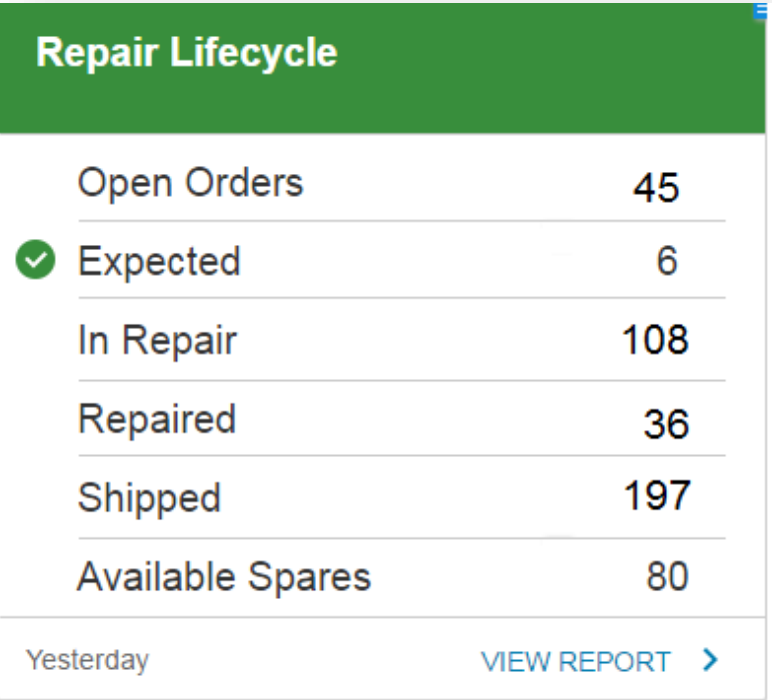
CANCEL

SAVE



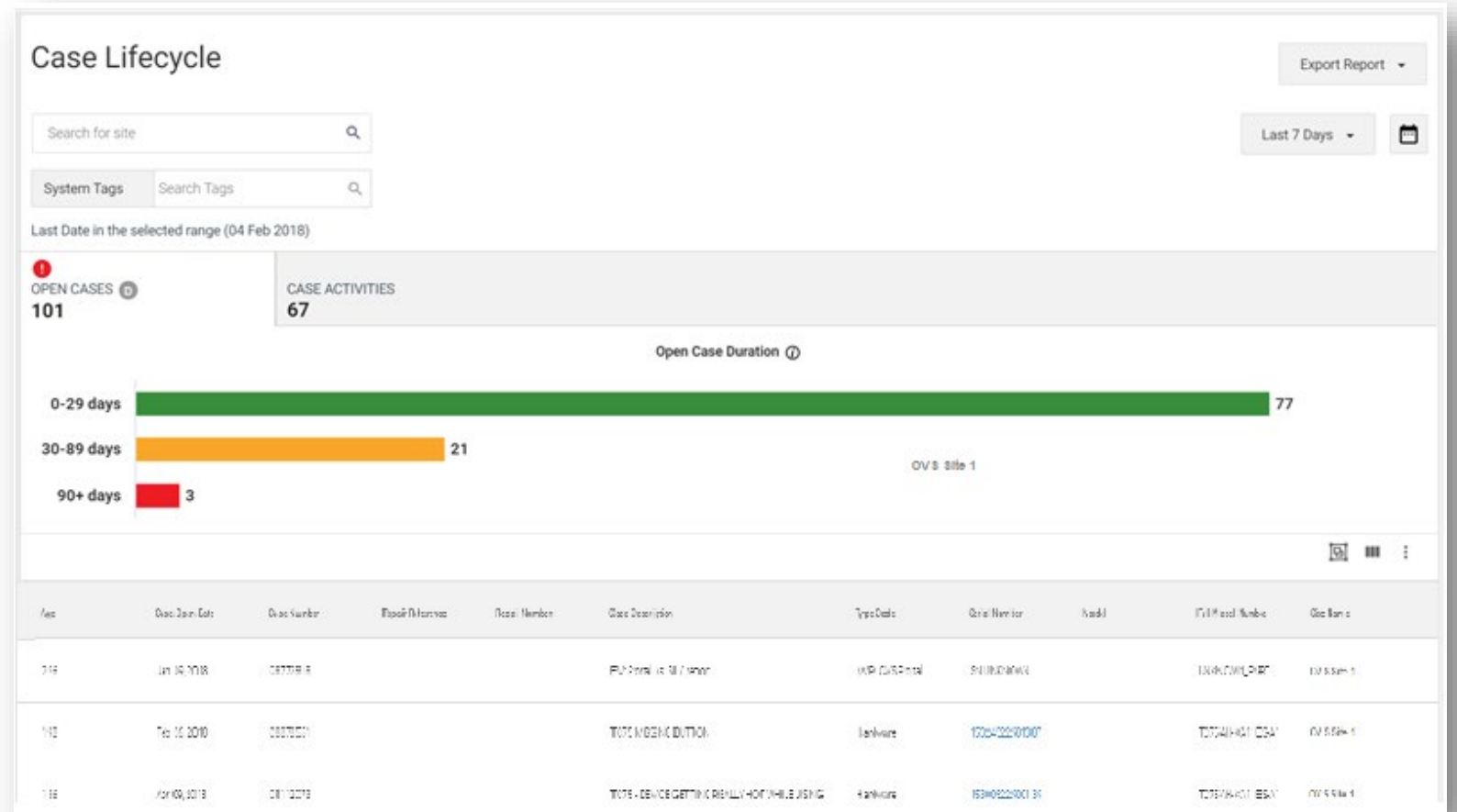
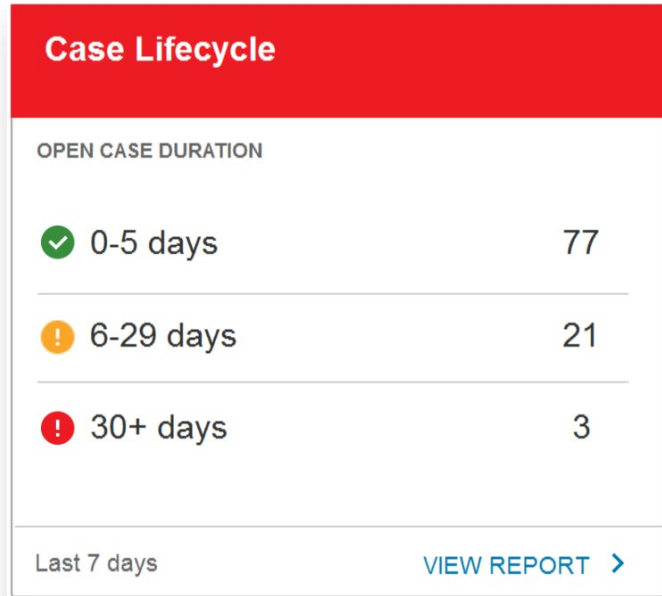
Repair Lifecycle Report

- RMAs as they move through the repair lifecycle
- Alerts when Expected devices exceed 15/30 day threshold



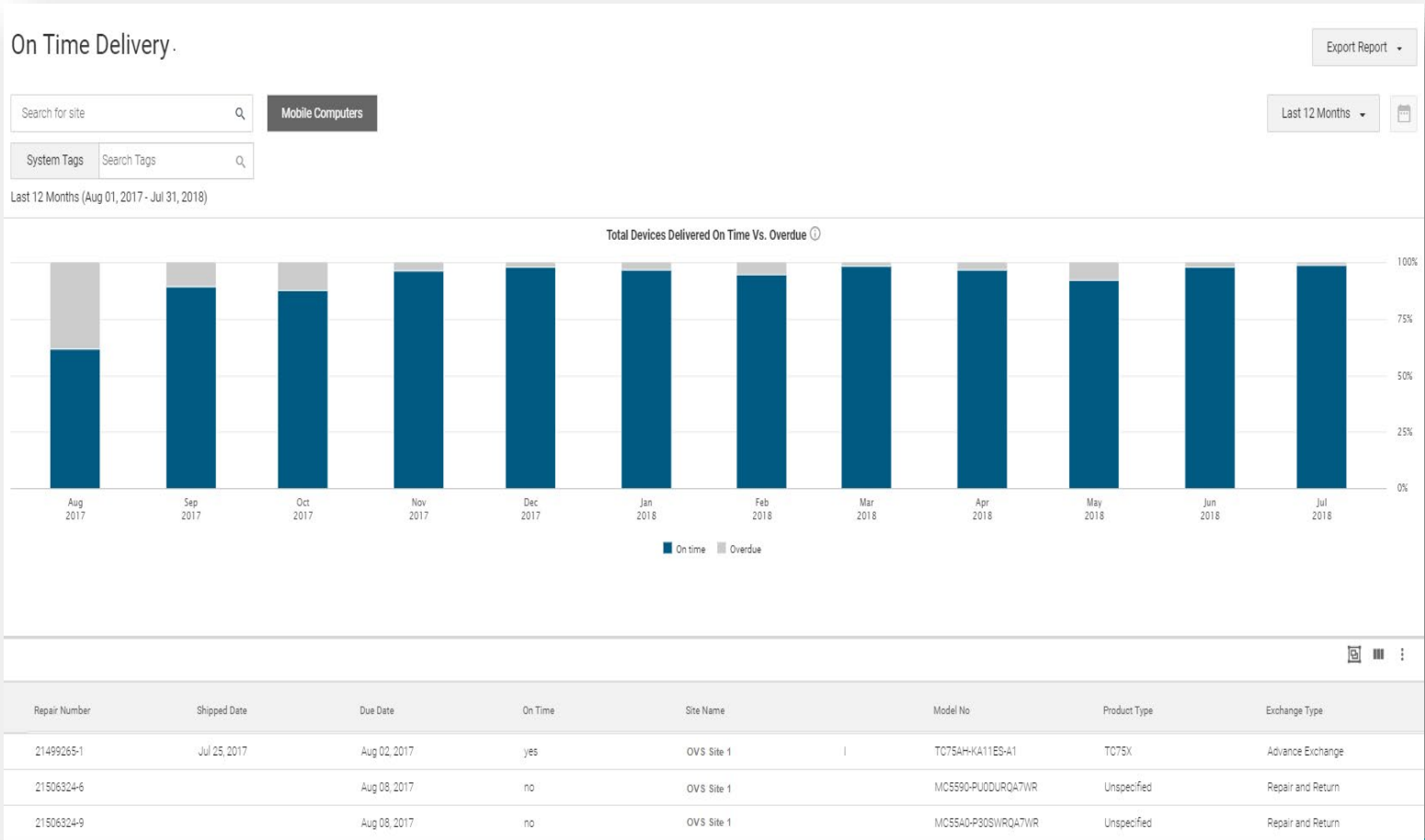
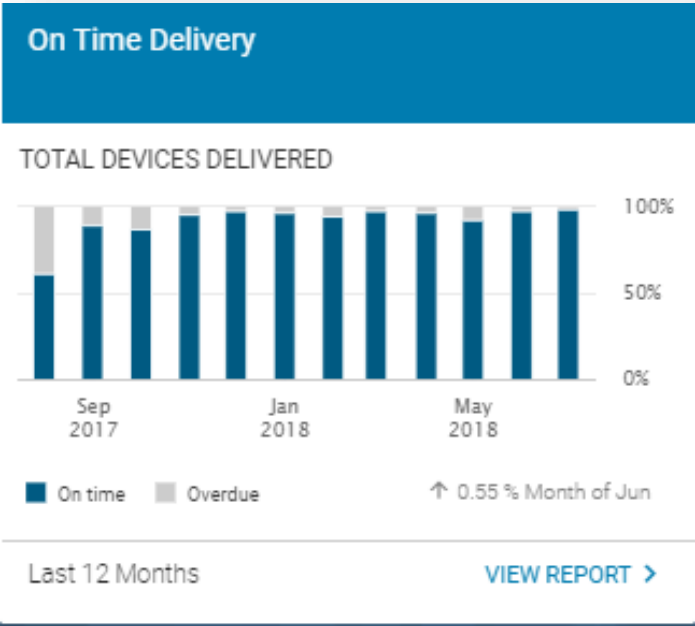
Case Lifecycle Report

- Provides status of technical/non-technical cases
- Alerts when cases have been open for more than 30 days



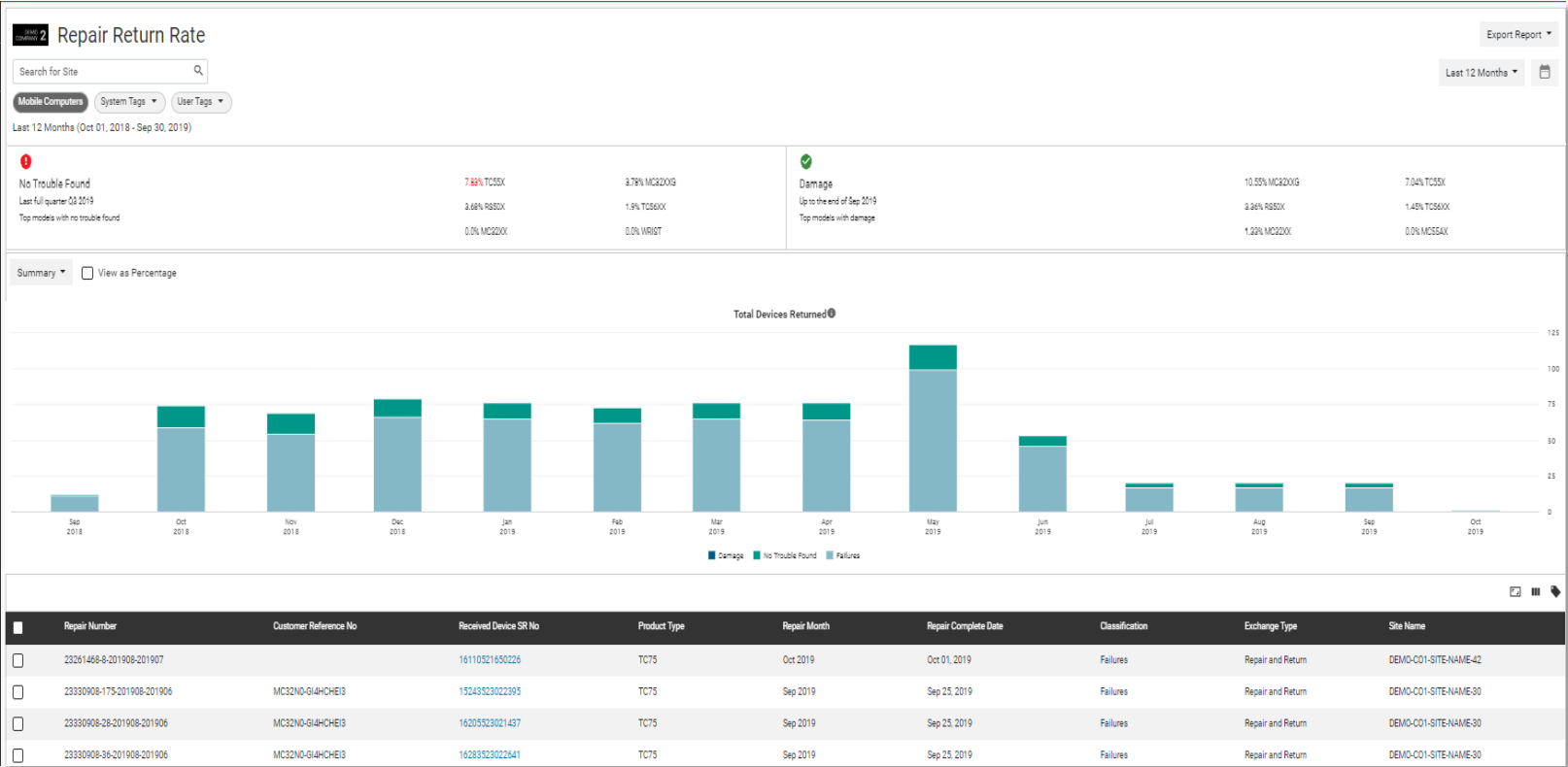
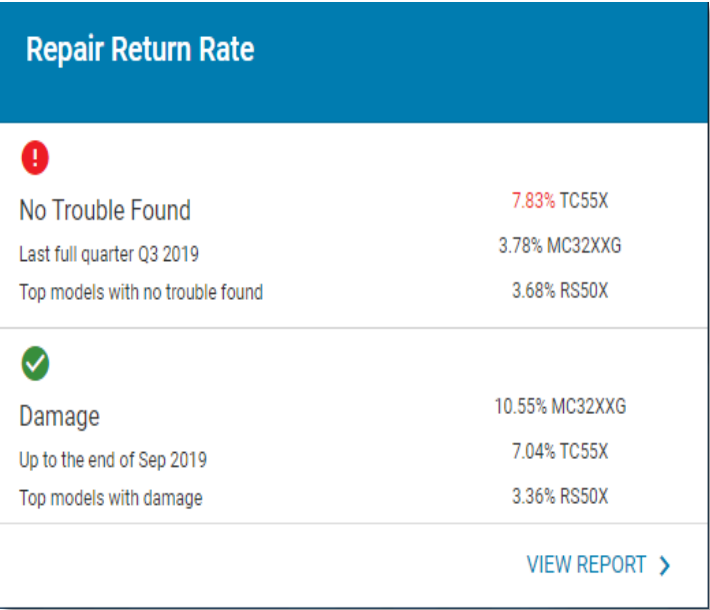
On Time Delivery Report

- Shows trend of repaired or replaced devices that were shipped On Time to the customer relative to their due date



Repair Return Rate Report

- Track Return Rate over 12-month period
- Alerts when NTF rate exceeds 5% in a calendar quarter
- Alerts when Damage rate exceeds 10% in a calendar year



Repair Repeat Rate Report

- Trend of repaired devices returning within 30 days
- Percentage for both Repeat Gross (Failure + NTF) and Repeat Net (Failure Only)

Repair Repeat Rate

✓

Repeat Net

1.85% TC55X

Last full month Feb 2018

0.0% WRIST

Top models with repeat net

0.0% RS50X

✓

Repeat Gross

1.85% TC55X

Last full month Feb 2018

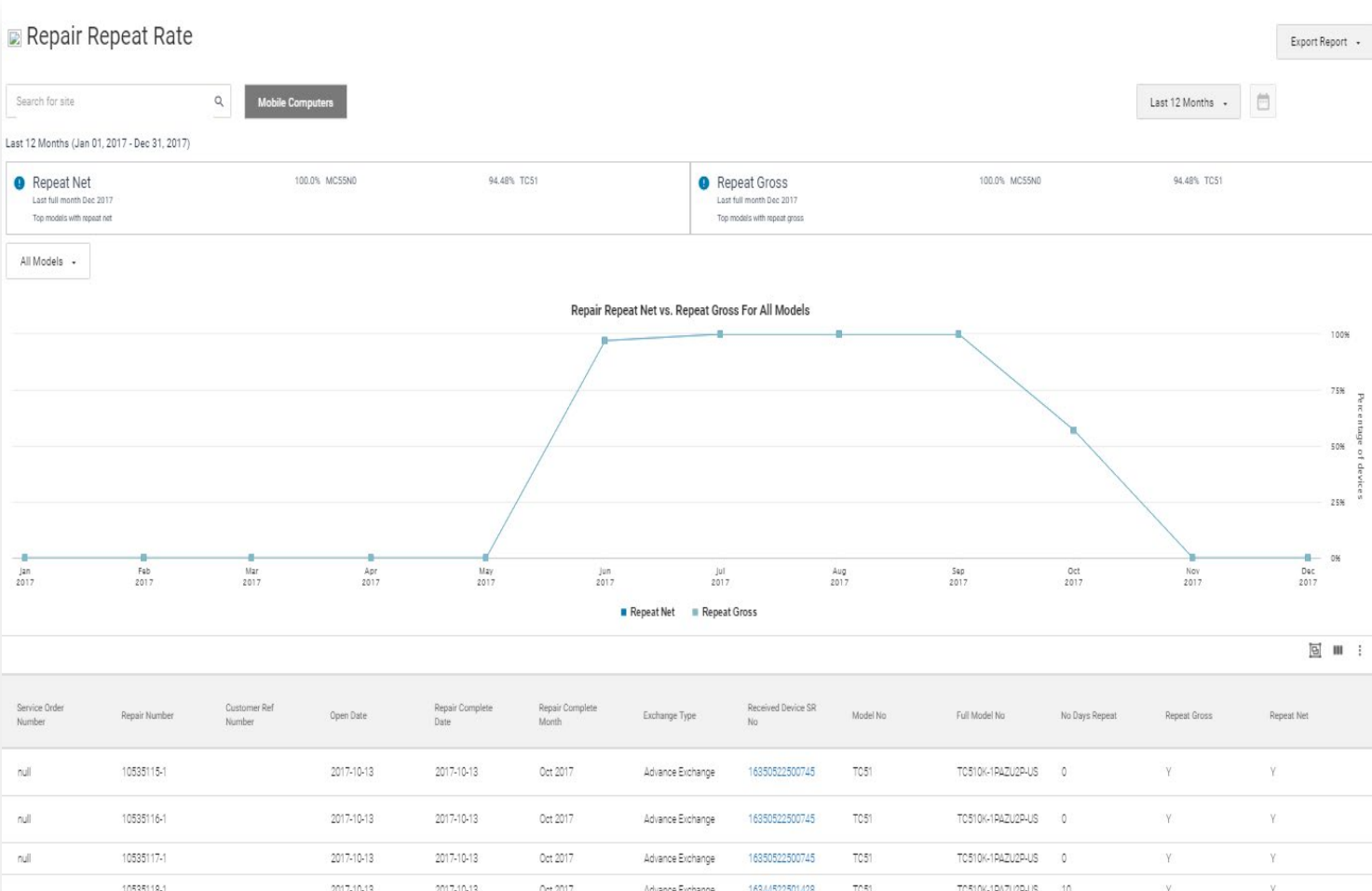
0.0% WRIST

Top models with repeat gross

0.0% RS50X

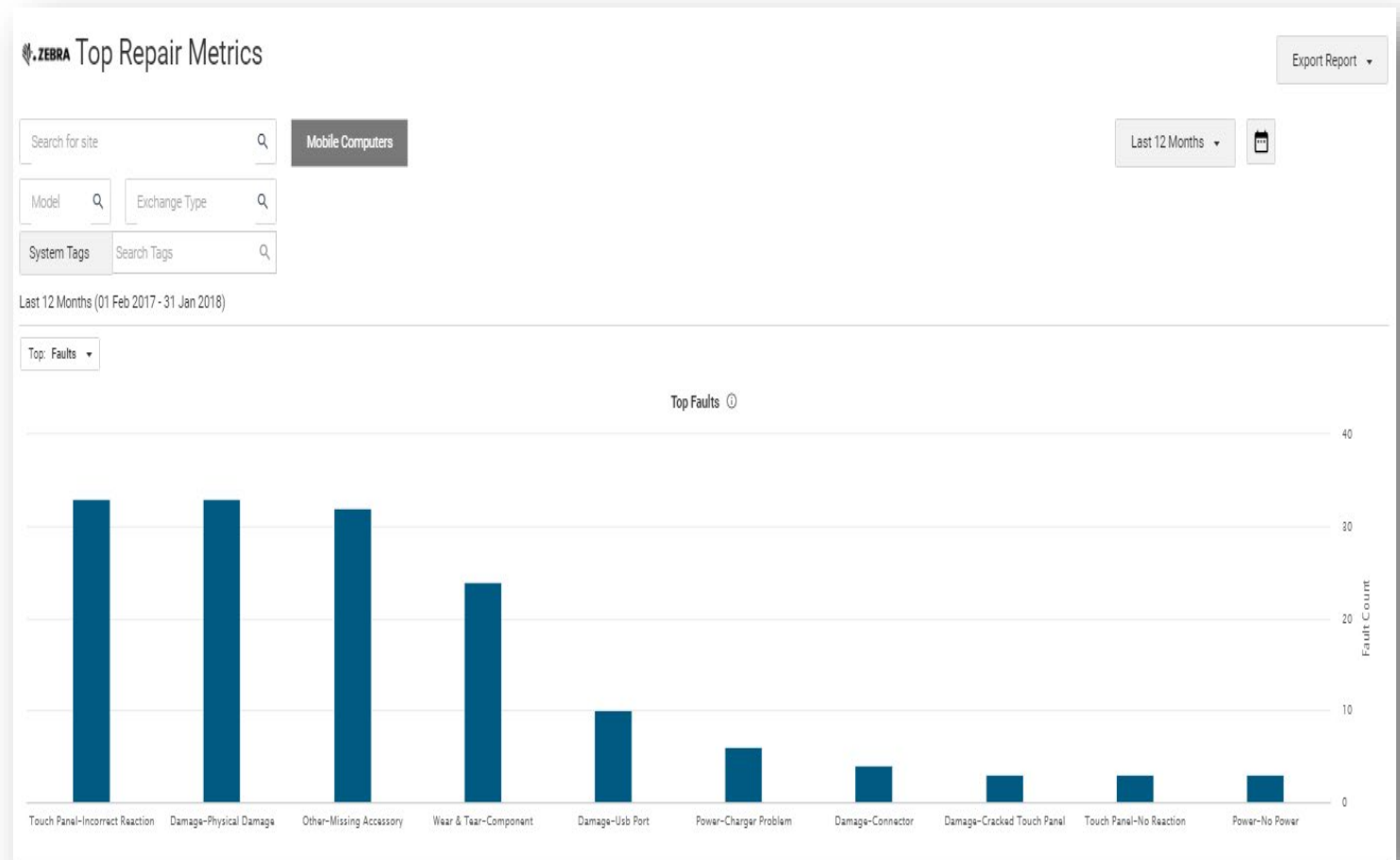
Last 12 Months

VIEW REPORT >

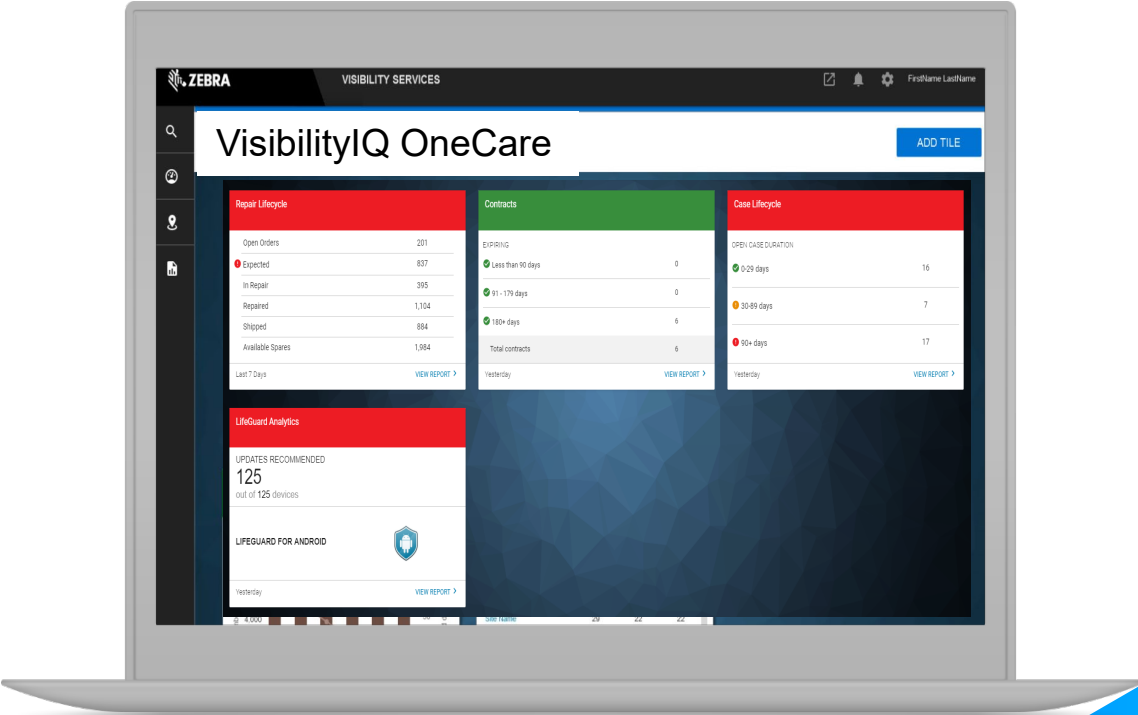


Top Repair Metrics Report

- Provides graphical ranking of Top: Sites, Problems, Faults, Faults on Damage units, Repeat Problems, Repeat Faults

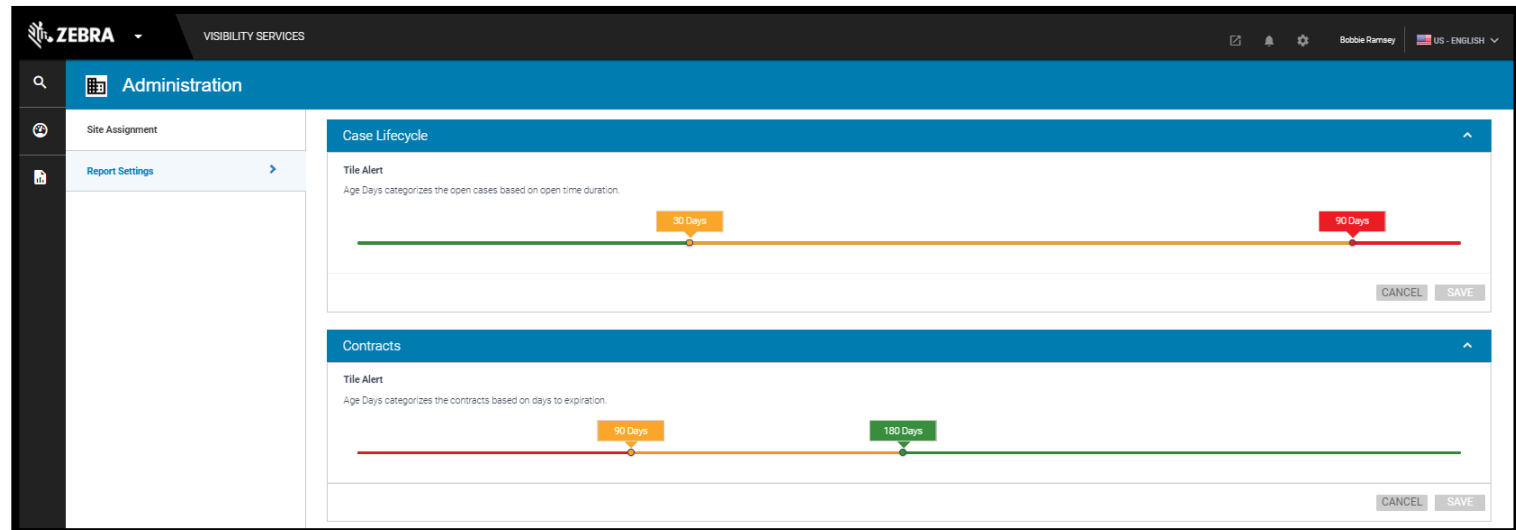


ADMINISTRATIVE FEATURES & CUSTOMER ONBOARDING



Administrative Features


- Email Notifications
 - Allows a dashboard user to receive a daily email summarizing the changes in threshold metrics for each applicable report.
- Site Assignment
 - Site Assignment feature available for Partners/Administrators
 - View/assign sites by Site Listing or User Listing
- Report Settings
 - Set report alert thresholds



Simplified Onboarding Process

- Simplified web-based onboarding form – Access
- Existing Customers
 - Contract Auto-Add feature will automatically add new contracts for existing customers to the dashboard, so no forms or emails will need to be submitted.
 - Simplified process to add a new user @ Zebra.com OneCare [page](#) and click “Add New Users” button to request access for a new user.
- New Customers
 - Partners can find a link on [Partner Gateway](#) to the online form to request Dashboard access for one of their customers.
 - Customers with a direct financial relationship with Zebra will access the online form @ Zebra.com [page](#).

Supporting Documentation

- Presentation Slides
 - User/Quick-Start Guide
 - FAQ Document
 - How-To Video Clips
 - Partner Gateway – Zebra Partners can find supporting documentation on [Partner Gateway](#)
 - Zebra.com – Zebra Customers can find supporting documentation on [Zebra.com](#)
- 
- A blue decorative wave graphic located at the bottom right of the slide, extending from the bottom edge and curving upwards towards the right.

Thank You



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