




LifeGuard™

A LIFETIME SECURITY GUARD FOR YOUR
ZEBRA ANDROID® MOBILE DEVICES



You're ready to deploy rugged Android devices in your business...but how can you ensure security support throughout the extended device lifecycle?



Android is rapidly becoming the standard OS of choice in the enterprise — 72 percent of all enterprise rugged handheld devices are expected to ship with Android by 2020.¹ Devised originally with the consumer in mind, Android is now loaded with features and capabilities that appeal to the enterprise customer, with one exception — OS security over the lifespan of the mobile computing investment. Operating System security is one of the leading device selection criteria for enterprise businesses, and for good reason. Since cyberattacks have become a regular occurrence, without security support for your mobile devices, your business data, your customer's data, and compliance with government and industry regulations are all at risk. U.S. Department of Homeland Security weighs in on this issue in an April 2017 report, stating: "When a device model is no longer supported with updates, enterprises should decommission those devices."²

But keeping your Android enterprise class mobile devices secure over their entire lifecycle is nearly impossible: the majority of businesses expect their enterprise rugged devices to remain in service for more than five years³ — which is well outside of the typical three years of security support Google offers on any given version of Android.⁴

Without access to ongoing security/patch support, you'll need to prematurely refresh your portfolio. Early retirement of mobile devices that still have years of service left is very costly, and erodes the return on investment. In order to confidently deploy and protect your investment in Android mobile devices, you need to extend security support to match enterprise mobile device lifecycles, which has been impossible — until now.

Now, there's an easy way to keep your Zebra Android devices secure throughout their entire lifecycle.

Introducing LifeGuard™ — a lifetime security guard for all of your Zebra rugged Android devices.

Introducing LifeGuard™ for Android™, the industry's first extended security solution that provides a lifetime security guard for Zebra Android mobile devices. Part of your Zebra OneCare Support Service agreement and your warranty, LifeGuard delivers aggressive security/patch updates on your original version of Android, complete with instant notification when an update is available. When a new version of Android is released, we continue security support on your original version of Android to give you plenty of time to comfortably migrate. And even if your Zebra highly-rugged enterprise devices are in service for as long as 10 years, you can keep your devices secure with our optional fee-based security support extensions. The result? Available security updates to protect your Zebra mobile devices, every day they are in service.

LifeGuard — security updates for the life of your Zebra Android rugged mobile devices.



LifeGuard Services

INCLUDED WITH YOUR ZEBRA ONECARE SUPPORT CONTRACT

Aggressive regular security/patch updates

You get timely updates to address new, emerging threats throughout the term of your Zebra OneCare contract. And you never need to remember to check for updates. Just sign up for email notification and you'll receive a notice as soon as an update is available.

Smooth migration to the next Android OS with the right security support

When a new version of Android is released, we continue to provide regular security updates for your current Android OS for a full year, giving you the time you need to determine if and when you want to migrate your apps to the new Android OS — and plan and execute that migration.

Get an unprecedented five to seven years of security support

Consumer smartphone models are released much more frequently than their enterprise 'cousins' — about every 24 to 36 months. By contrast, Zebra mobile devices offer a sale period of three, four or five years. While other manufacturers typically stop providing OS security updates the day their mobile devices are retired, Zebra will continue to provide security updates through your Zebra OneCare contract at no charge, up to a full two years after the device end-of-sale date. The result? An industry-first five to seven years of security support, finally making it possible to match Android security support with your Zebra device lifecycle.

End-to-end revolutionary control of your update process

The update process for enterprise-class Android mobile devices is often time-consuming, costly, complex and difficult to track. Now you can address all of those issues with the LifeGuard Analytics and Update dashboard in your Zebra Visibility Services portal.

Get instant visibility into available updates

The simple act of determining what updates are available, their level of priority and which updates are appropriate for specific devices is often a daunting task. Now you can see it all with the press of a button. A list of available updates includes everything you need to determine which updates to deploy and define the best deployment timeframe — including the severity of the threat risk, device dependencies and more.



Automatically identify which devices are eligible for updates

Now that you know what updates are available, we can take the pain out of determining which devices require which updates. Since we have visibility into your devices that are covered under Zebra OneCare Support contracts, we can automatically identify and present a list of eligible devices on an easy-to-read screen, along with all the details you need to create a well-organized update plan — including the current OS and BSP versions, the last completed patch and which patches are appropriate.

Automatically update devices over the air

Update your devices faster and more efficiently than ever before with comprehensive and flexible over-the-air update capabilities. With policies and rules, you're in complete control over when updates take place. You can update devices over-the-air via Wi-Fi or cellular wireless networks. You can update all devices, devices in a specific department or a specific type of device. You can schedule updates at a specific time, enable workers to select the best time to update to eliminate interference with the business day, or deploy updates immediately for critical security patches. And right from the portal dashboard, you can send messages to the mobile devices to notify workers of pending updates and any required actions, when an update is completed or if an update was unsuccessful — and how to proceed.

Easily monitor and manage update status in real time

Ensuring all updates are complete can be a monumental nearly-impossible task. But with the LifeGuard Analytics and Update dashboard, impossible becomes reality. Get the big picture at a glance with a high-level overview — the total number of devices requiring updates, as well as the number of completed and outstanding updates. Get the details with a comprehensive view that presents the specific status of each device, with the ability to select and send messages to devices to prompt workers to complete the update. The result? Pain-free timely update compliance.

OPTIONAL SERVICES

Extend security support as long as you like

What if you still need security support beyond two years after the end of sale for your Zebra mobile devices? No problem. Our LifeGuard Long Term option allows you to purchase security support in one year increments.



LifeGuard — a valuable Mobility DNA solution

LifeGuard is just one solution in Zebra's Mobility DNA, the industry's most mature suite of Android business and technical solutions. Mobility DNA makes it easier to develop, deploy, manage, support and optimize Zebra Android mobile devices and their Android applications in your enterprise.

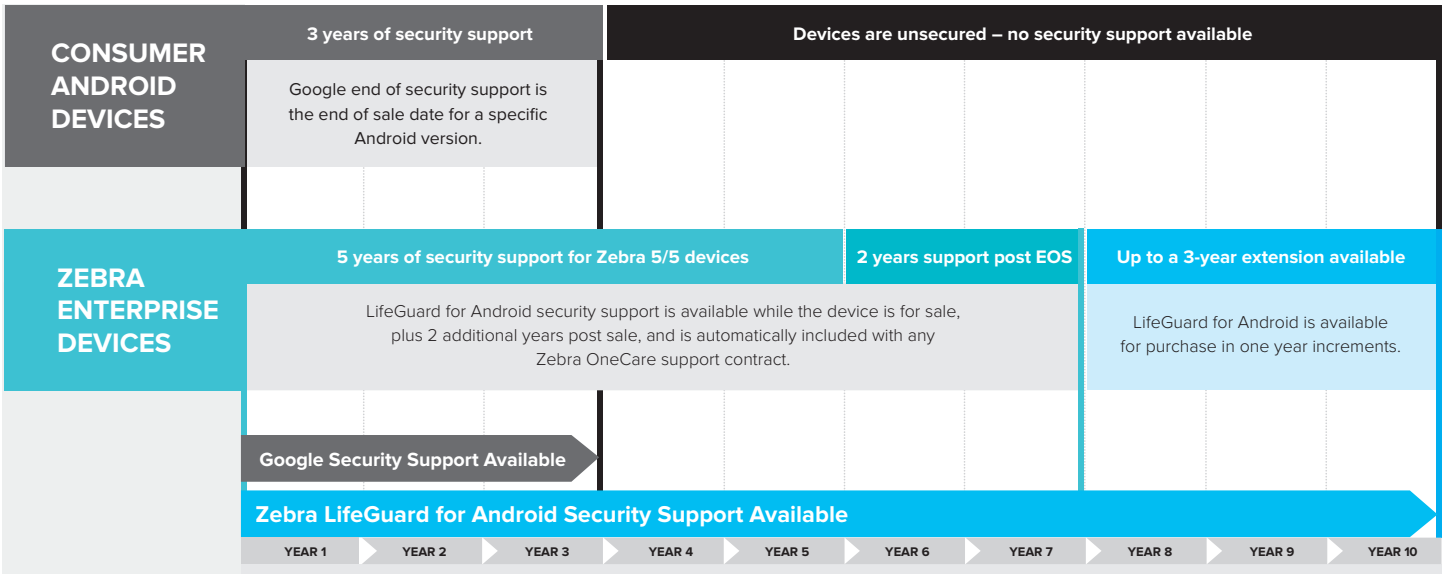
Get a lifetime security guard for your Zebra Android rugged mobile devices with LifeGuard and Zebra OneCare.

For more information on LifeGuard, please visit
zebra.com/lifeguard

To protect your Zebra mobile devices with a Zebra OneCare support contract, please visit
online.zebra.com/zebraonecare

ANDROID SECURITY SUPPORT: CONSUMER VS. ZEBRA ENTERPRISE DEVICES

3 YEARS VS. UP TO 10 YEARS



ZEBRA RUGGED MOBILE DEVICE CATEGORIES AND LIFEGUARD ENTITLEMENTS

Zebra rugged enterprise-class mobile devices are in one of three categories: “5/5”, “4/4” or 3/3”, indicating the number of years a device is for sale, the number of years of break/fix support post end of sale and the number of years support is available for sale.

5/5:

Zebra “5/5” rugged enterprise class devices are available for sale for 5 years, with available support for 2 years post end of sale, plus the option to purchase up to three years of additional support in one year increments, for a total of 10 years of LifeGuard security support.

4/4:

Zebra “4/4” rugged enterprise class devices are available for sale for 4 years, with available support for 2 years post end of sale, plus the option to purchase up to two years of additional support in one year increments, for a total of 8 years of LifeGuard security support.

3/3:

Zebra “3/3” rugged enterprise class devices are available for sale for 3 years, with available support for 2 years post end of sale, plus the option to purchase one year of additional support, for a total of 6 years of LifeGuard security support.

LifeGuard™ for Android™ security updates are governed by Zebra’s restricted software End User License Agreement (EULA). Under the EULA agreement, LifeGuard security software updates can only be downloaded to entitled Zebra devices. Entitled Zebra devices include those devices which are still within the first 90 days (warranty entitlement) or protected by a Zebra OneCare™ Support Services agreement.

1. Projections from Zebra based on customer feedback.
2. Study on Mobile Device Security, Department of Homeland Security (DHS) and National Institute of Standards and Technology (NIST), April 2017, page 24; <https://www.dhs.gov/sites/default/files/publications/DHS%20Study%20on%20Mobile%20Device%20Security%20-%20April%202017-FINAL.pdf>
3. Survey of nearly 3,000 Zebra partners reported that 58% of their customers expect their business mobile devices to remain in service over five years.
4. <https://support.google.com/pixelphone/answer/4457705?hl=en> (Pixel phone subsection) “Google provides security support for a specific version of Android from its release date to 18 months beyond end-of-sale or a minimum of 36 months.”



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