OPERATIONAL VISIBILITY SERVICE

Get the control and actionable insight you need to drive improved business performance

You've purchased Zebra mobile computers and printers to improve workforce productivity, operational efficiency and differentiate the customer service you deliver. To maximize the benefit of those investments, you need visibility into the wealth of operational information — both asset centric and operational performance — that can be provided by those devices. Significant control and efficiency gains can be captured when you know where your devices are, how they are performing, whether they are being fully utilized, if they are properly configured with a fully charged battery for full-shift power, the status of print supples and how operational processes are performing when enabled by those assets. And with Zebra's Operational Visibility Service (OVS), you will.

Asset Visibility Platform

OVS is built on Zebra's Asset Visibility Platform — a cloud-based Management and Integration platform, purpose built for the management, control and visibility into business critical assets. The platform enables deep, device level control of assets, captures the data and provides the analytics that enable enterprise asset intelligence.

Operational Visibility Service

Technology investments can provide data that enables the actionable insight required to drive significant improvements in business productivity. Our Operational Visibility Service (OVS) provides that insight. OVS delivers the data, analytics and visibility required to optimize your critical asset investment, increase efficiencies and enhance the customer experience you deliver to your customers.

Online portal

The Asset Visibility Platform integrates data from multiple sources over the entire device lifecycle — including your operational environment, as well as foundational support systems such as repair operations, logistics and service desk. Once captured, this complex data is aggregated, normalized and presented in the online portal through an Operational Dashboard that provides easy-to-read configurable screens. You set the thresholds on a multitude of device metrics, enabling you to take advantage of platform-enabled automation, analytics and the statistics that are most meaningful to your organization. And since OVS is built on the Zebra Cloud, this managed service gives you anywhere and anytime access to your data, enabling real-time decision making and the ability to take the action required to improve business performance.

Feature Overview

- Fully hosted Zebra Cloud platform — convenient remote access to your Operational Dashboard.

- Easy to order — standard part number and pricing; order together with your Essential or Select support service; included with Premier Zebra OneCare Service.

- Fast deployment — you'll be up and running quickly.

- Full function, hosted and pre-integrated Mobile Device Management (MDM) — console access to enable remote management of devices, including device updates, proactive management, troubleshooting, remote triage and security controls such as remote lock and wipe.

- Take action — configurable thresholds and proactive alerts aligned to user roles simplifies complex data into actionable insight.

- Comprehensive deep visibility into your entire fleet of mobile computers and printers. Look at locations, by location or a specific device for a date range or a specific date.

- Robust data collection to populate your dashboards provides visibility into key metrics such as battery performance, utilization, location, configuration, wireless connectivity performance and more.

- Help Desk and support — expert platform and portal support to keep your solution available.

- Platform, portal and Mobile Device Management training helps you maximize the value and power of OVS to differentiate your business.

Real results

The data that you need to maximize productivity, operational performance and mobile device value is always at your fingertips. Now, you can see if all of your devices are being fully utilized in all your locations and delivering on your corporate strategies, ensuring new device purchases are necessary — before you make the purchase. You can see where all your devices are at any time and whether any performance issues are developing, so that you can proactively address those issues before they impact business performance — and maximize the time your devices spend in service.

If you want maximum device visibility, operational performance, uptime and value out of your Zebra mobile computer and printer investment, get the Operational Visibility Service — only from Zebra, available through your Zebra partner.

For more information, visit **www.zebra.com/ovs** or access our global contact directory at **www.zebra.com/contactus**

Benefits

- **Increase your device uptime,availability, adoption and utilization** through operational transparency and actionable insights that enable proactive management.

- **Reduce your mobility costs** — reduce support costs, increase device utilization and decrease mobile device downtime.

- **Improve operational efficiency** — ensure that each and every one of your devices provides the peak performance required to maximize productivity.

OPERATIONAL VISIBILITY SERVICE FEATURES AT-A-GLANCE	
Managed cloud platform	Access to our purpose-built Asset Visibility Platform to enable visibility and operational control
Mobile Device Management (MDM) software	Hosted, integrated and baseline MDM server configuration with device settings, rules sets, and profiles optimized for customer environments Access to full functionality Mobile Device Management built into the platform
Supported devices	Zebra mobile computing devices Zebra LinkOS networked-enabled printers Non-Zebra rugged and consumer devices (iOS and Android)
Dashboard visibility	Comprehensive operational and Zebra OneCare reporting data integrated into one pane of glass Operational: identification, location, condition and utilization of assets within your environment; actionable insight through reporting, analytics and alerts
Helpdesk support	Platform and dashboard support for high availability and visibility
Training	Dashboard training, user guides and Asset Visibility Platform best practices Mobile Device Management (MDM) training

Access to the Operational Visibility Service requires an existing Support Services Contract on any Zebra Technologies devices to be added to the program. The Operational Visibility Service requires a minimum of 250 devices to order.

WHAT DO YOU GET WHEN YOU MANAGE YOUR OPERATIONS WITH ZEBRA'S OVS?

PERSONALIZED OVERVIEW:

A powerful platform and dashboard for at-a-glance visibility into the right device criteria

Your customized dashboard provides you with high-level visibility into the most important aspects of your mobility solution. You can see:

- Critical data captured into the Zebra Asset Visibility Platform directly from operations and support systems

- A high-level overview of the operational status of all your mobile devices by site or device model

- Compelling events — select the eight metrics you want to see from up to 20 reports, such as devices with low battery power.

- The number of devices that are due to be shipped to the depot and the number of cases that are open

- The number of devices that come into our depot with "no trouble found"

DEVICE METRICS:

Everything you need to know about your mobile operations

With our wide variety of ready-to-use reports, you get instant visibility into device metrics that can help you better manage your devices, increase device uptime — and increase the value of your device investments:

- Device statistics present the status of your mobile device inventory: Active, Out of Contact, Newly Activated and Total Inventory

- Battery statistics include the number of critical battery events, battery discharge rate and average battery level

- Device Utilization reports help you understand device use and operational performance with metrics such as number of scans and battery usage over the last 24 hours

- Keep track of the location of your supported devices at all times with GPS reports

- Monitor the wireless connectivity performance of your devices in either WLAN or WWAN environments

SUPPORT DETAILS:

Everything you need to know about every device — from the moment it enters the repair cycle until the moment it returns

In addition to the devices that are in operation, you can also monitor your devices as they move through the repair workflow:

- Service desk calls – the total number of calls, how many calls were abandoned or answered, plus average and maximum wait and talk times

- Case Queue – the number of open cases and their status

- Repair Queue – number of devices due to the depot and the number of devices shipped to you from the depot as Advanced Replacement devices

- Case Resolutions – access to all information on closed cases

- Repair Resolutions – access to all information on closed repair jobs