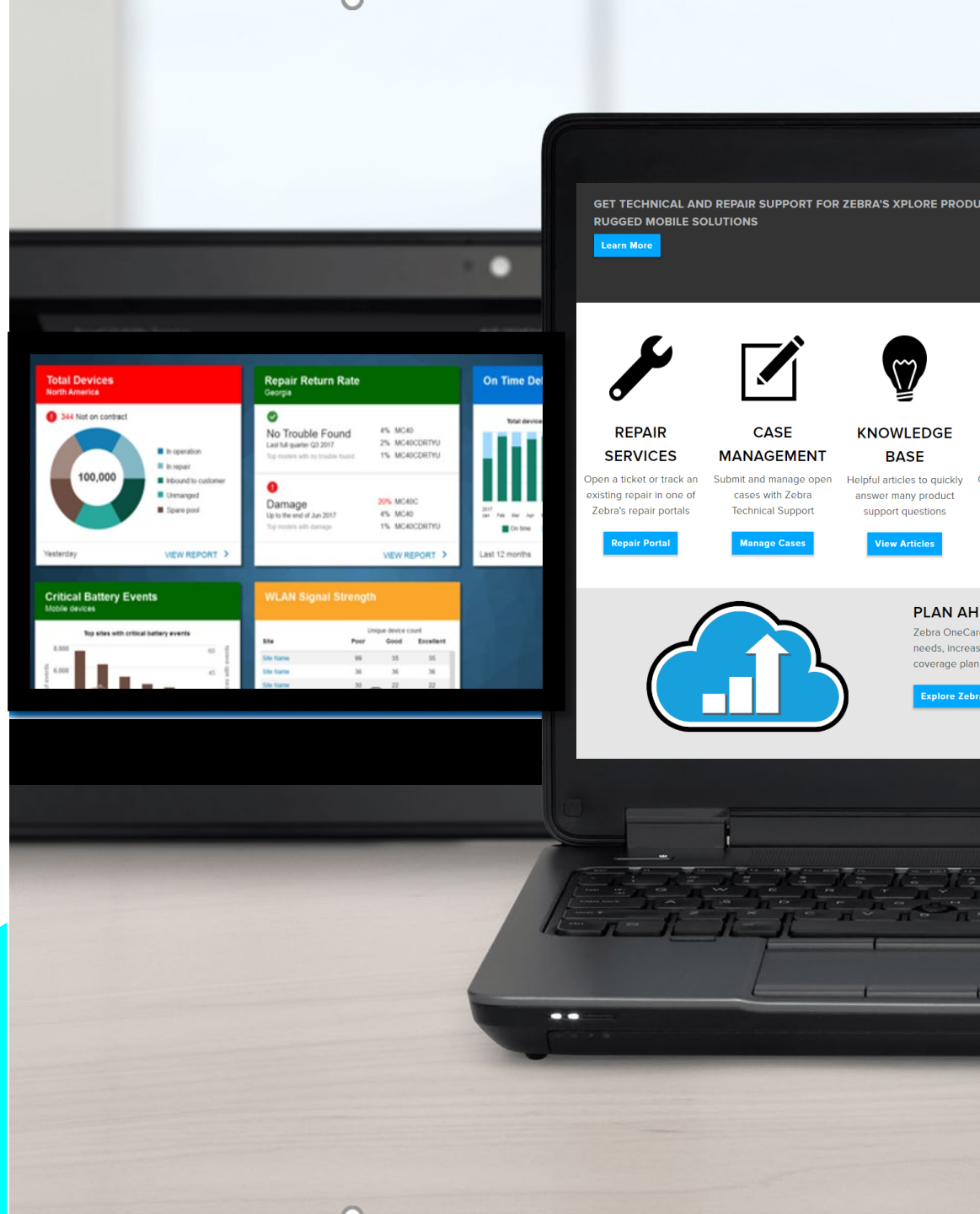
VisibilityIQ™ OneCare®

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

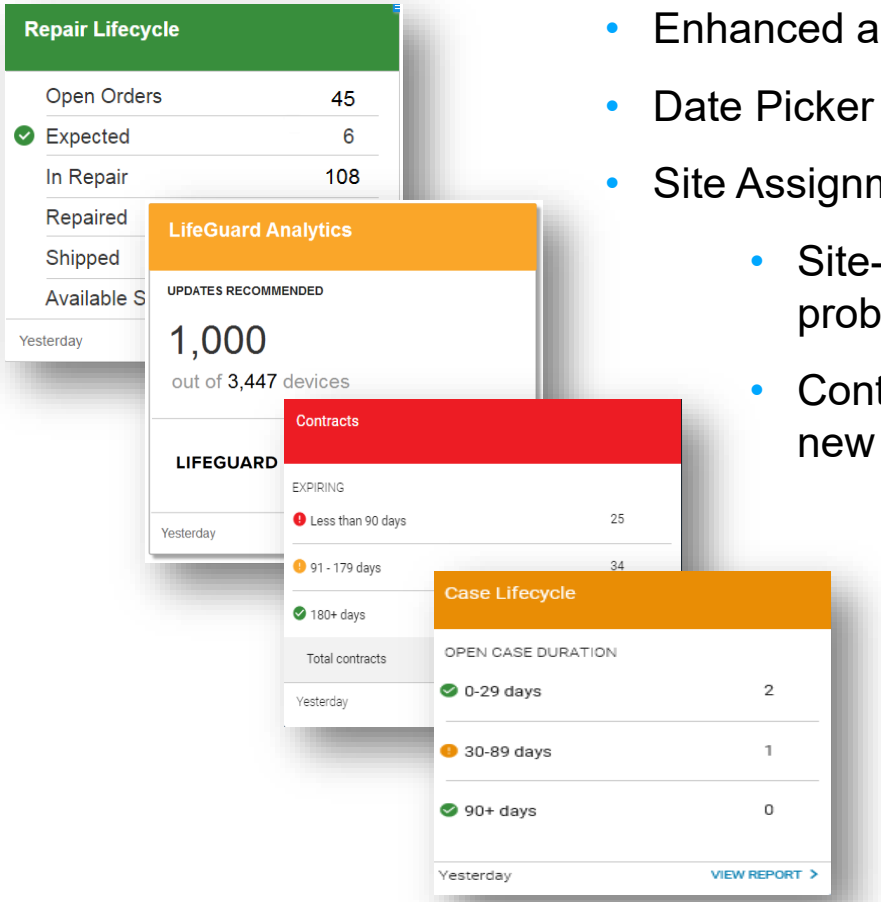
VisibilityIQ OneCare Provides:

- 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

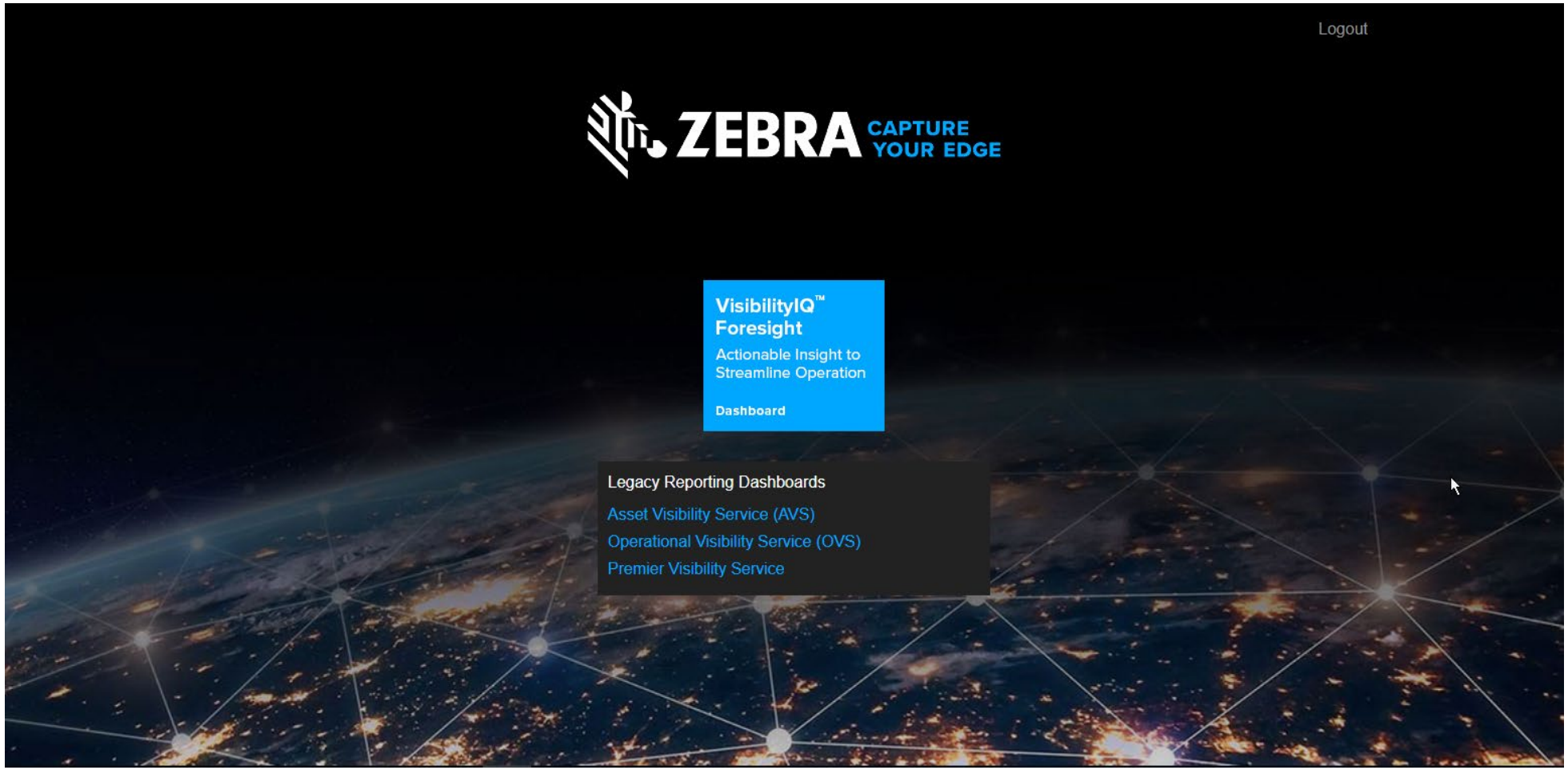
- On Time Delivery
  - Trend of repaired/replaced devices shipped on time
- Repair Return Rate
  - Tracks Return Rate over a 12-month period. NTF and Damage too.
- Repair Repeat Rate
  - Trend of repaired devices returning within 30 days
- Top Repair Metrics
  - Graphical ranking by Site, Faults, Problems

Enhancements

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

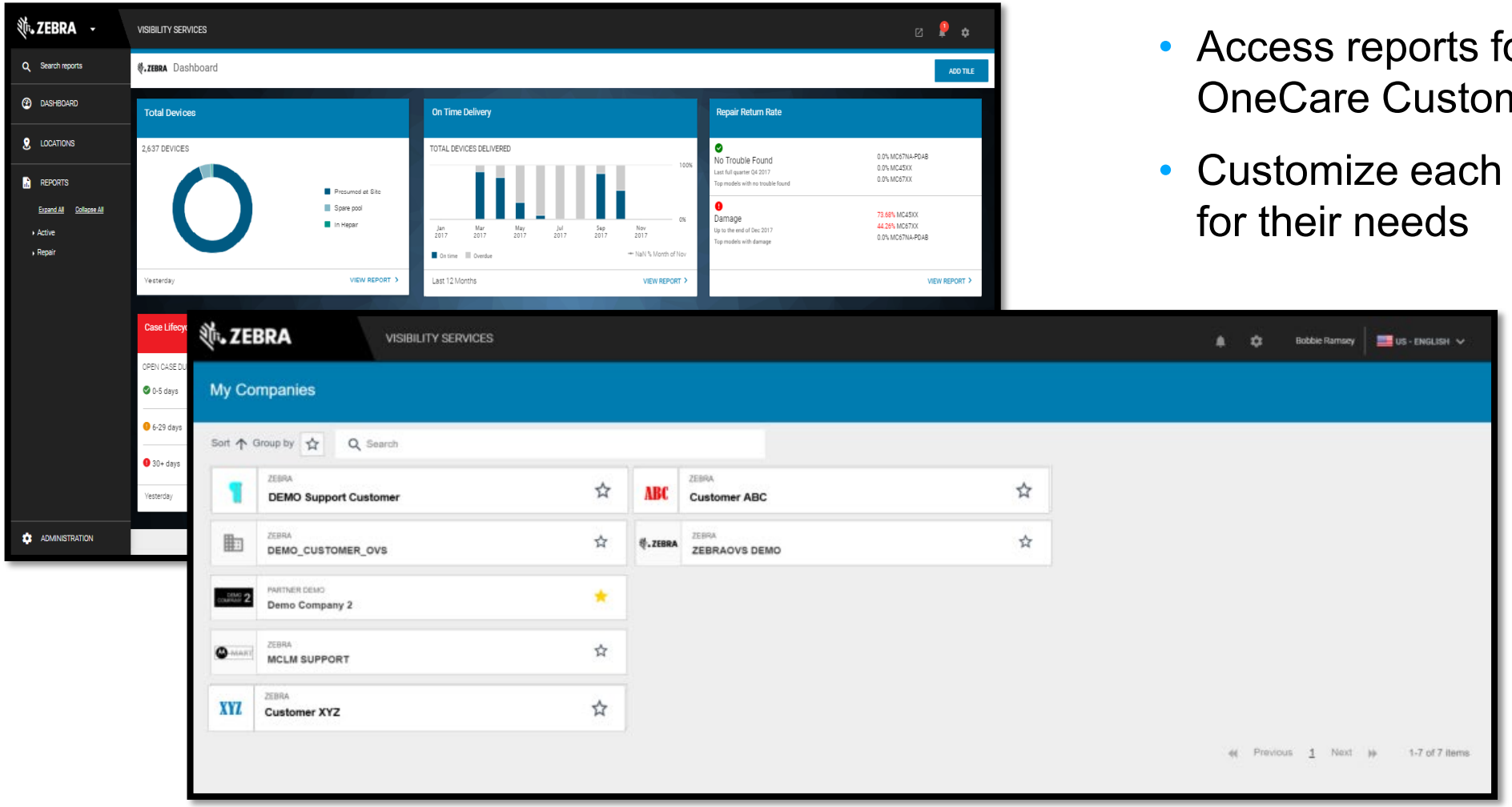
** View includes mobile computing and scanning product data with one full calendar year of historical data; Printer data is targeted for inclusion in 2020.*

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:

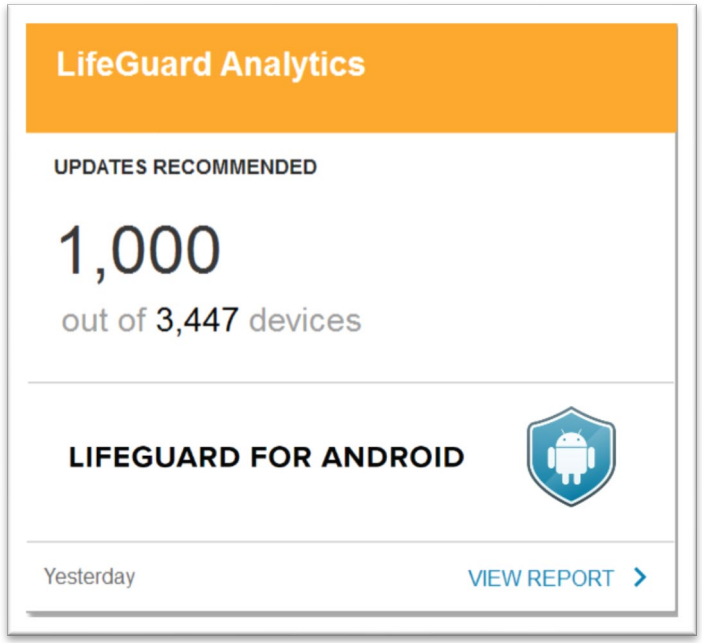
    Add New Users to an Existing Dashboard
  - If you want to have a dashboard created, you can use the form in the link below to submit a request at:

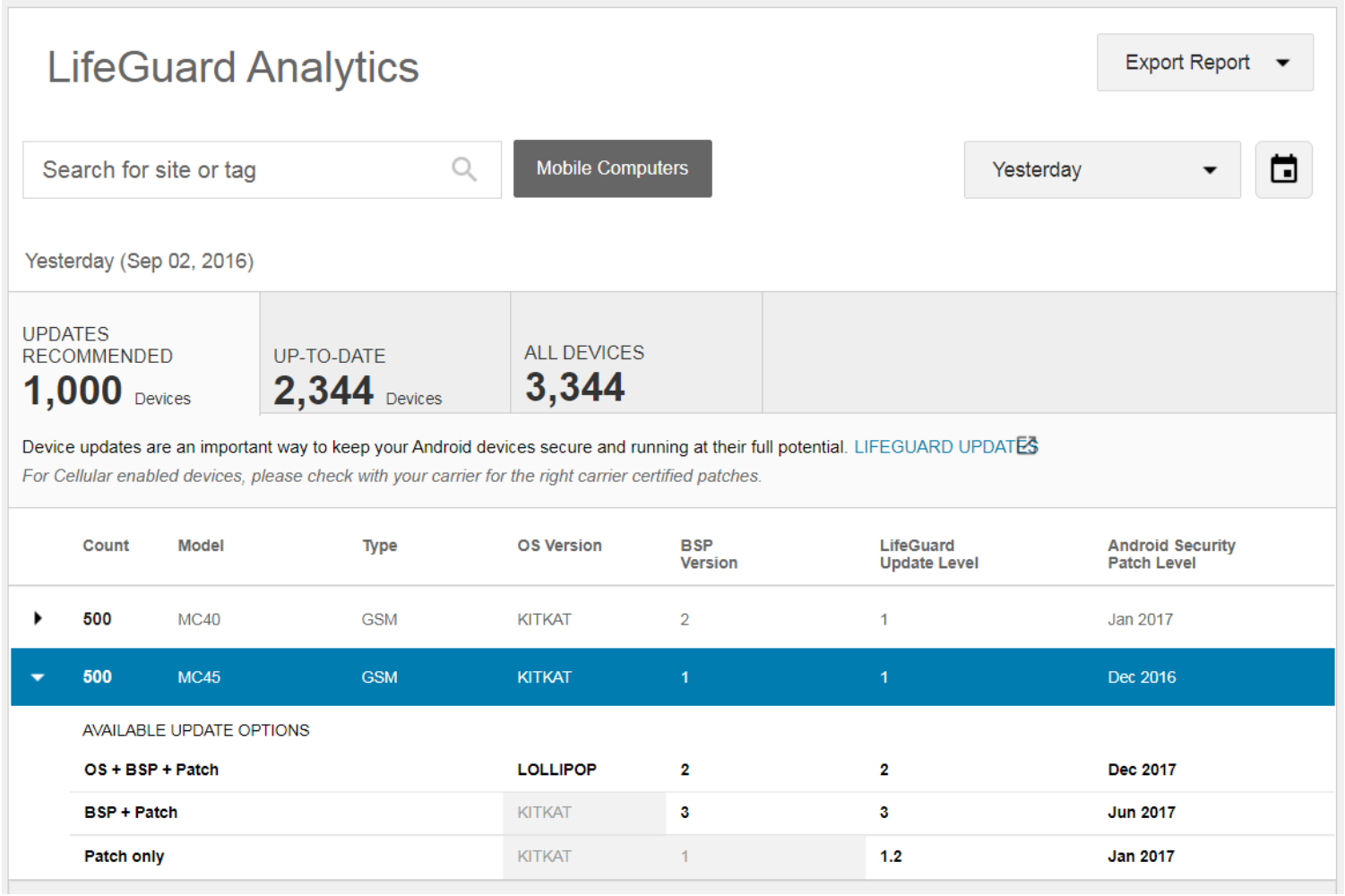
    Go To Dashboard Request

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





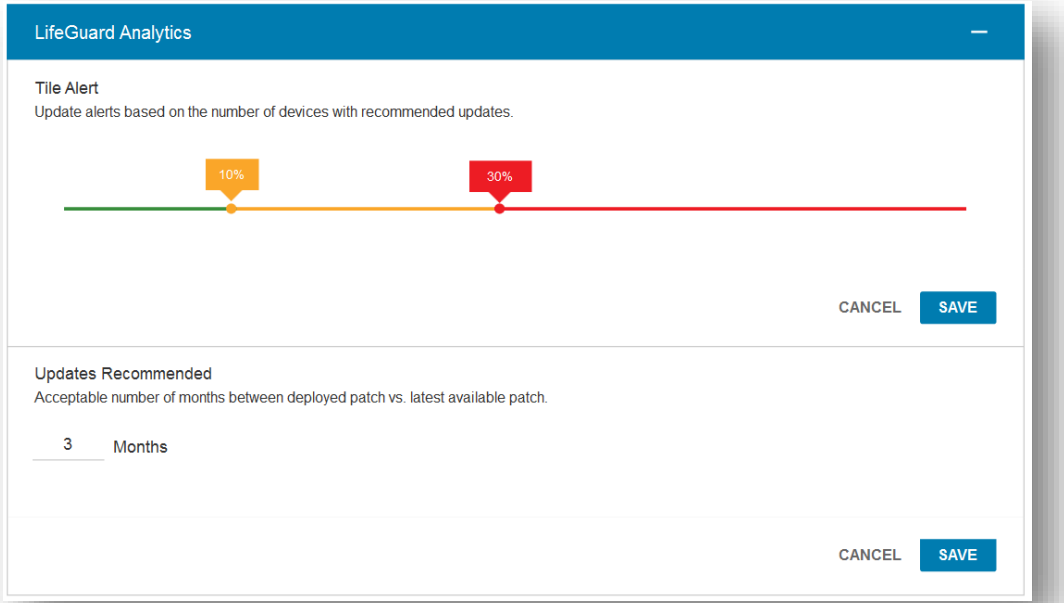
LifeGuard Analytics Description

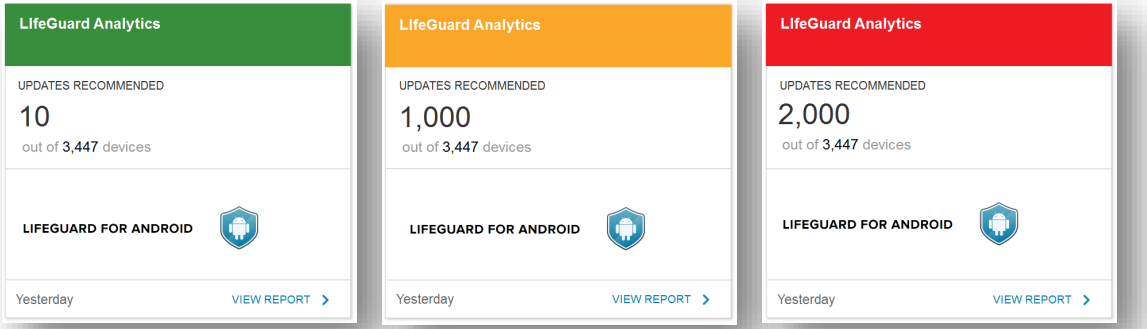
Ensure your Android devices are Protected!

Inventory view of Deployed Devices

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

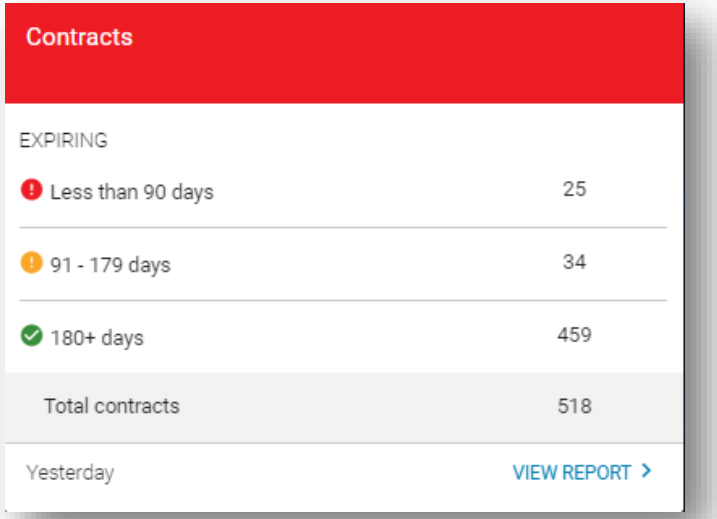
Create and distribute lists of devices requiring attention

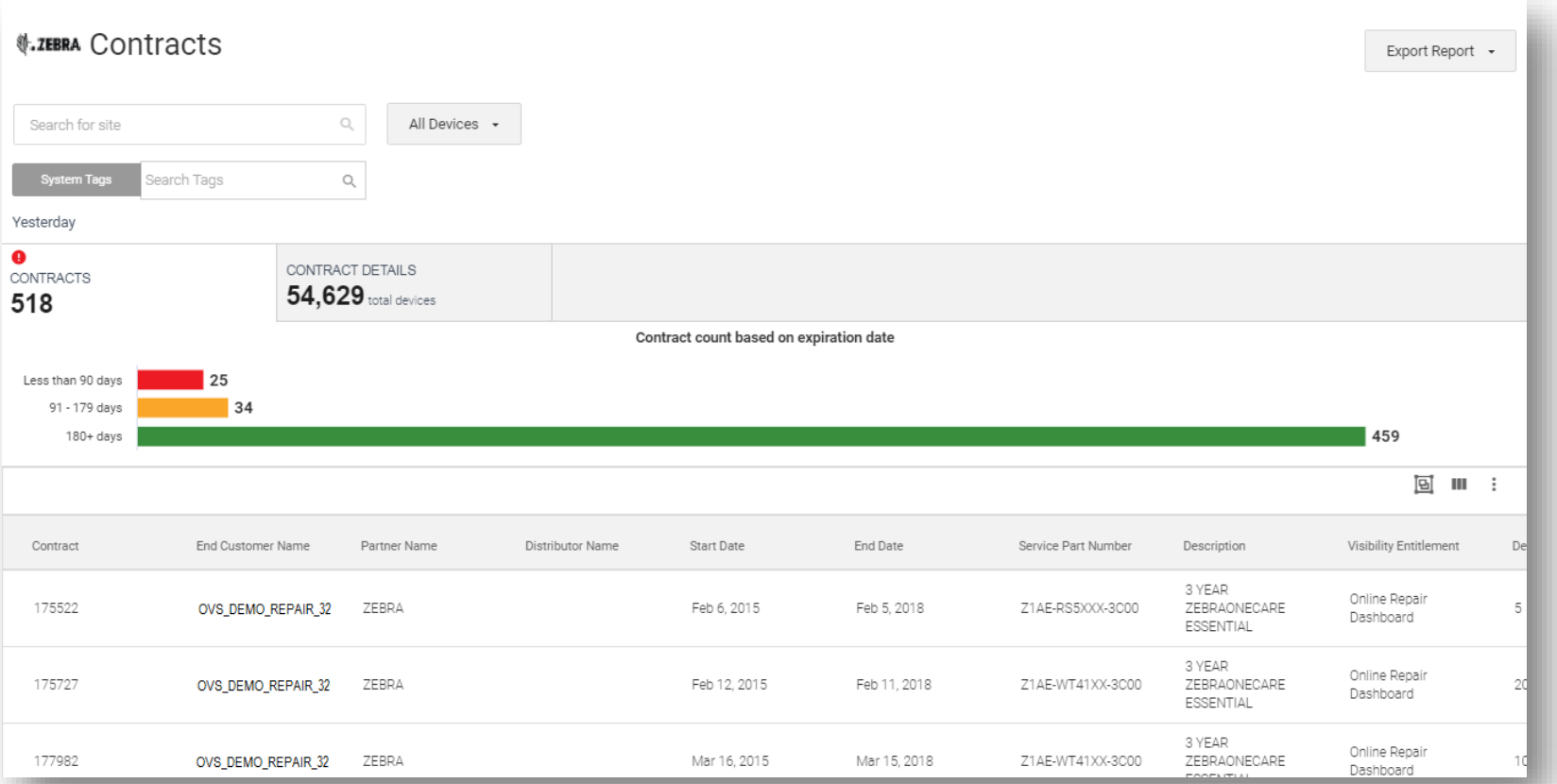




Contracts Report

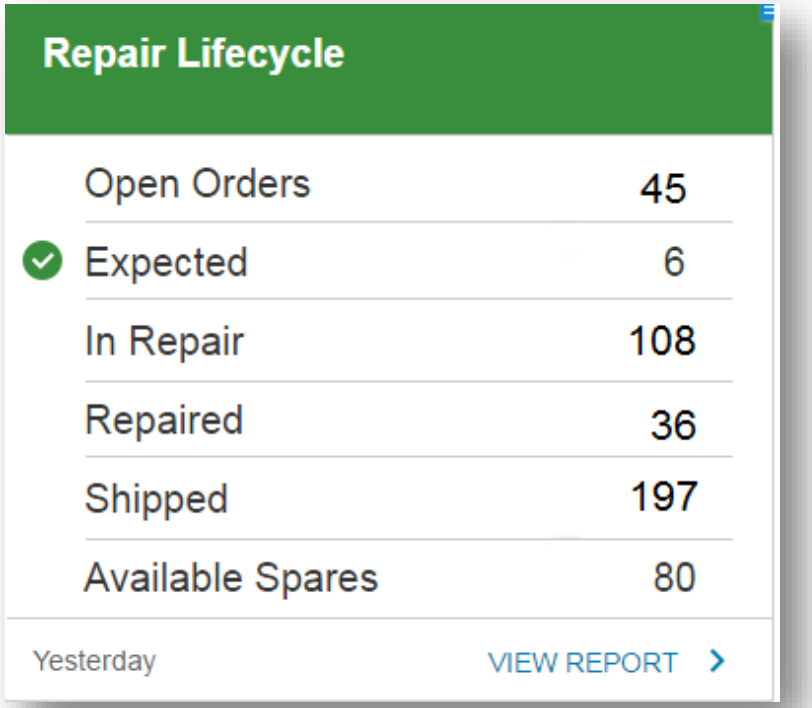
- Provides status of onboarded contracts and view of visibility entitlement
- Alerts when contracts are within 90 days of expiration

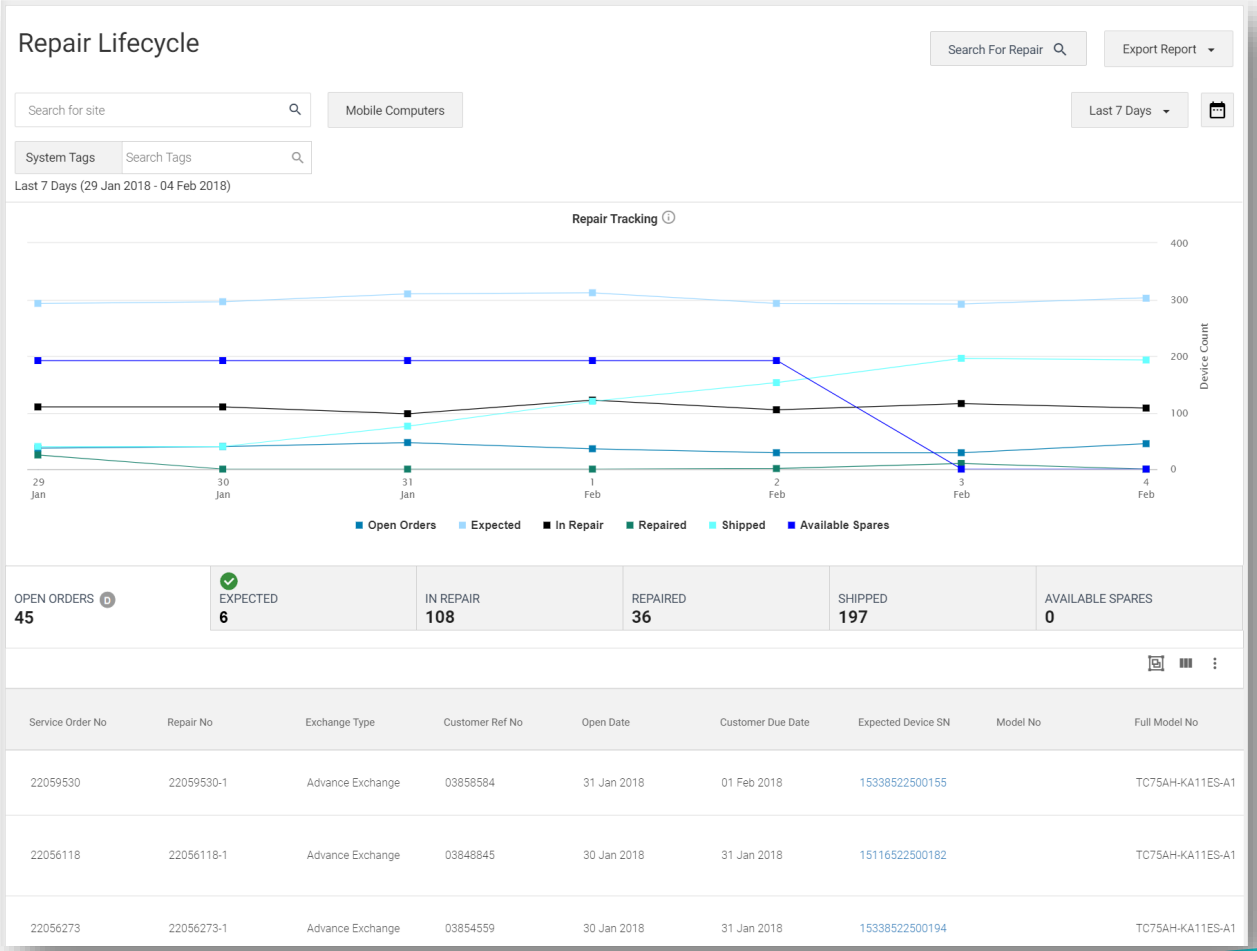




Repair Lifecycle Report

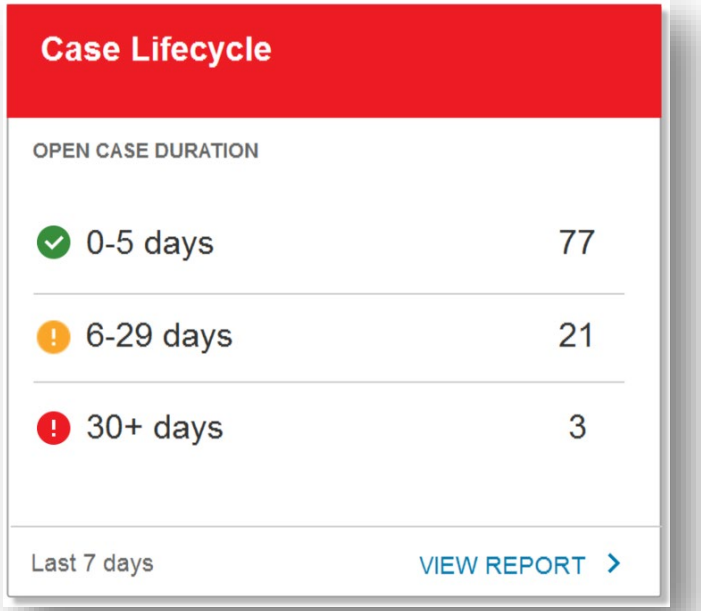
- RMAs as they move through the repair lifecycle
- Alerts when Expected devices exceed 15/30 day threshold

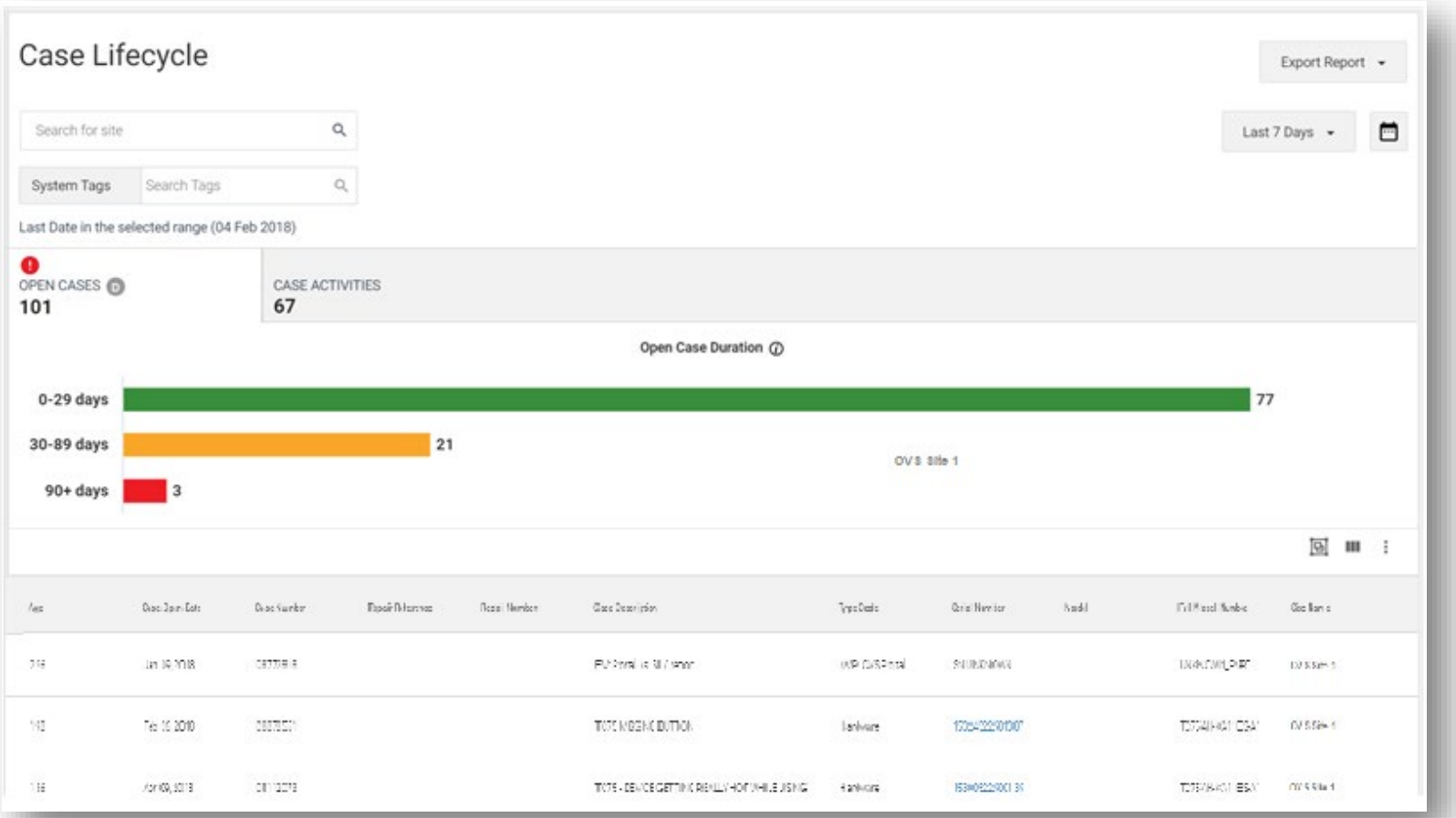




Case Lifecycle Report

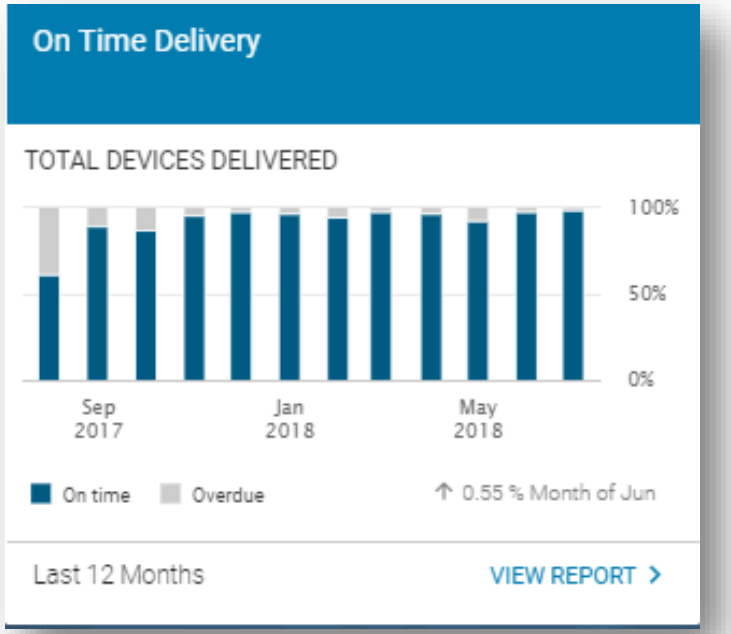
- Provides status of technical/non-technical cases
- Alerts when cases have been open for more than 30 days





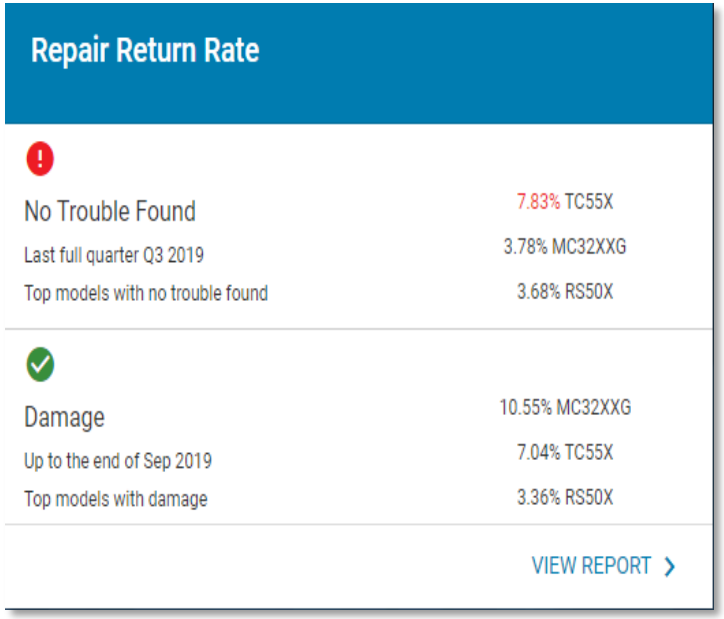
On Time Delivery Report

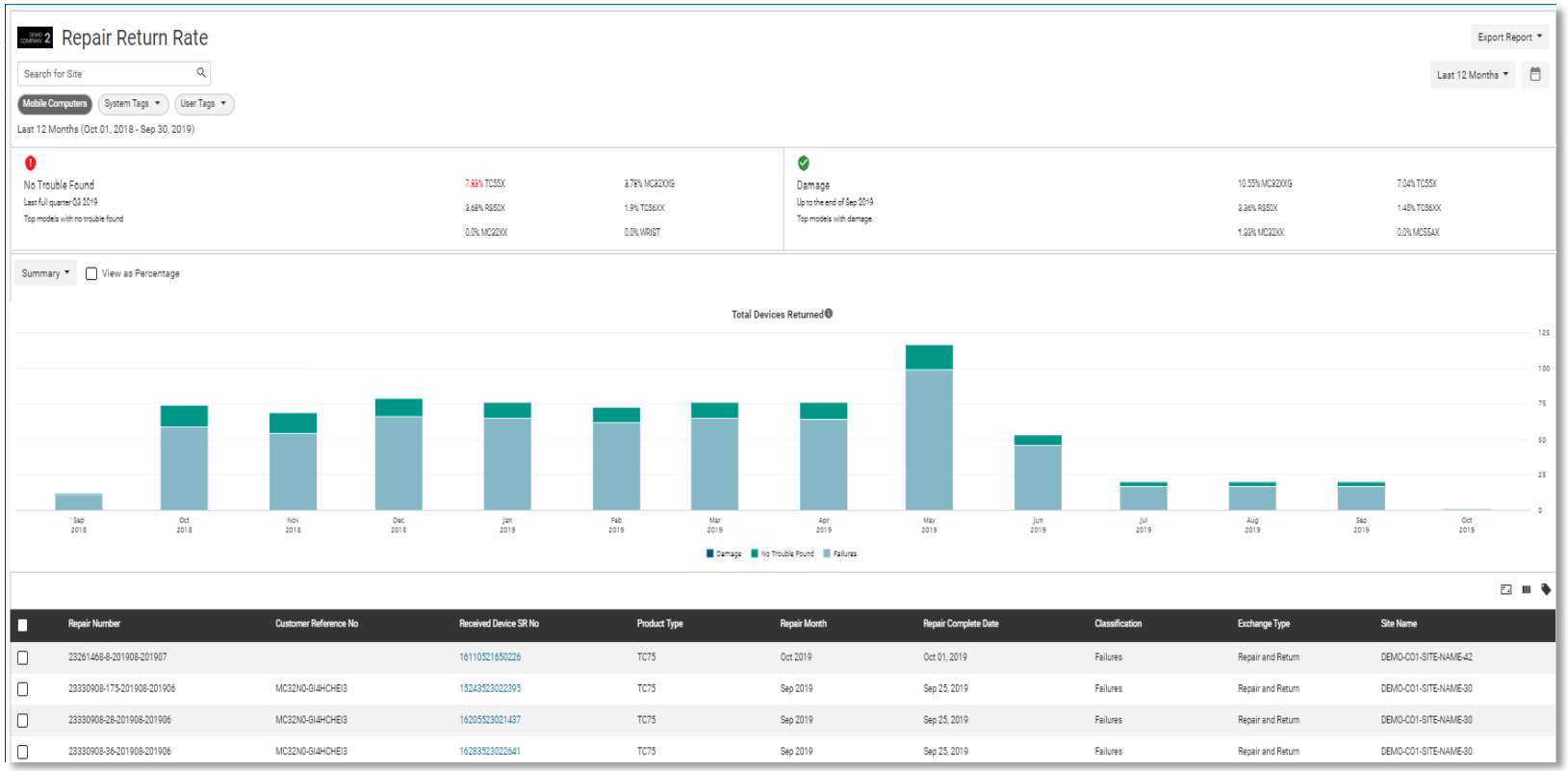
- Shows trend of repaired or replaced devices that were shipped On Time to the customer relative to their due date



Repair Return Rate Report

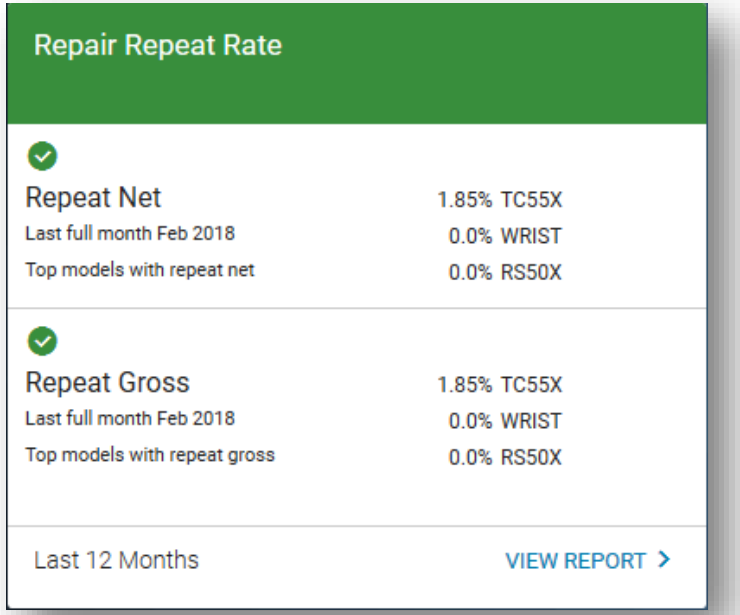
- Track Return Rate over 12-month period
- Alerts when NTF rate exceeds 5% in a calendar quarter
- Alerts when Damage rate exceeds 10% in a calendar year

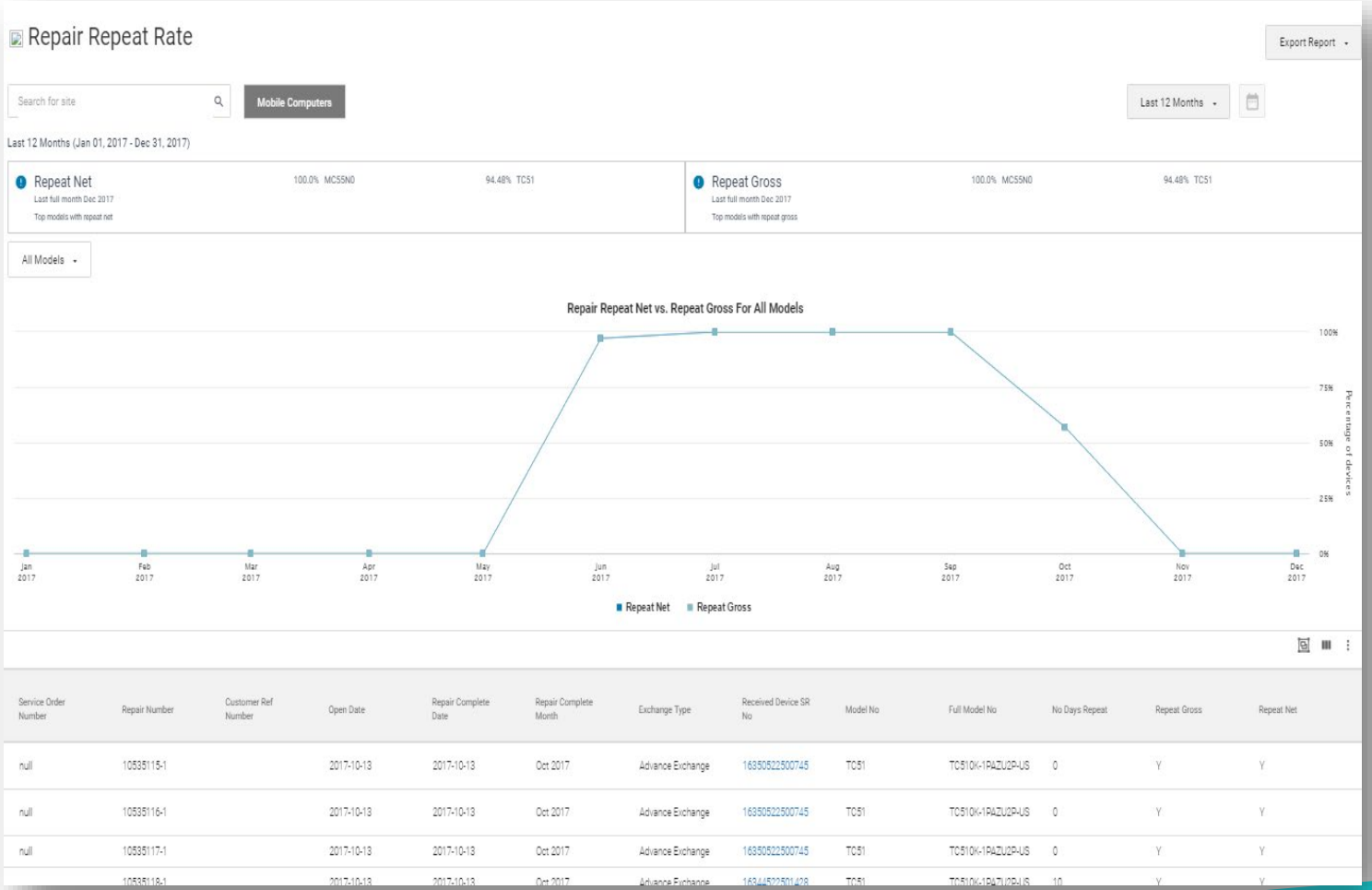




Repair Repeat Rate Report

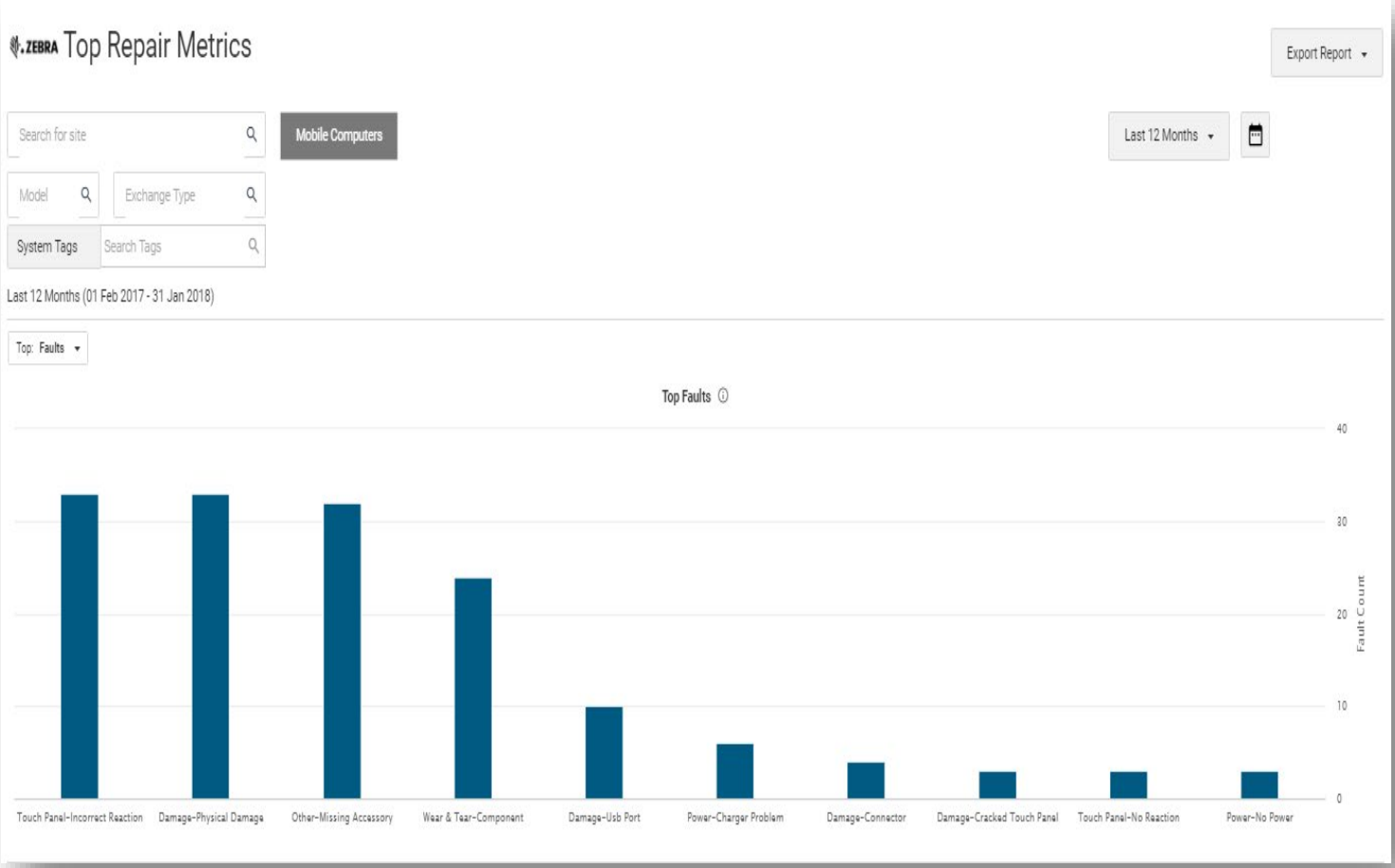
- Trend of repaired devices returning within 30 days
- Percentage for both Repeat Gross (Failure + NTF) and Repeat Net (Failure Only)



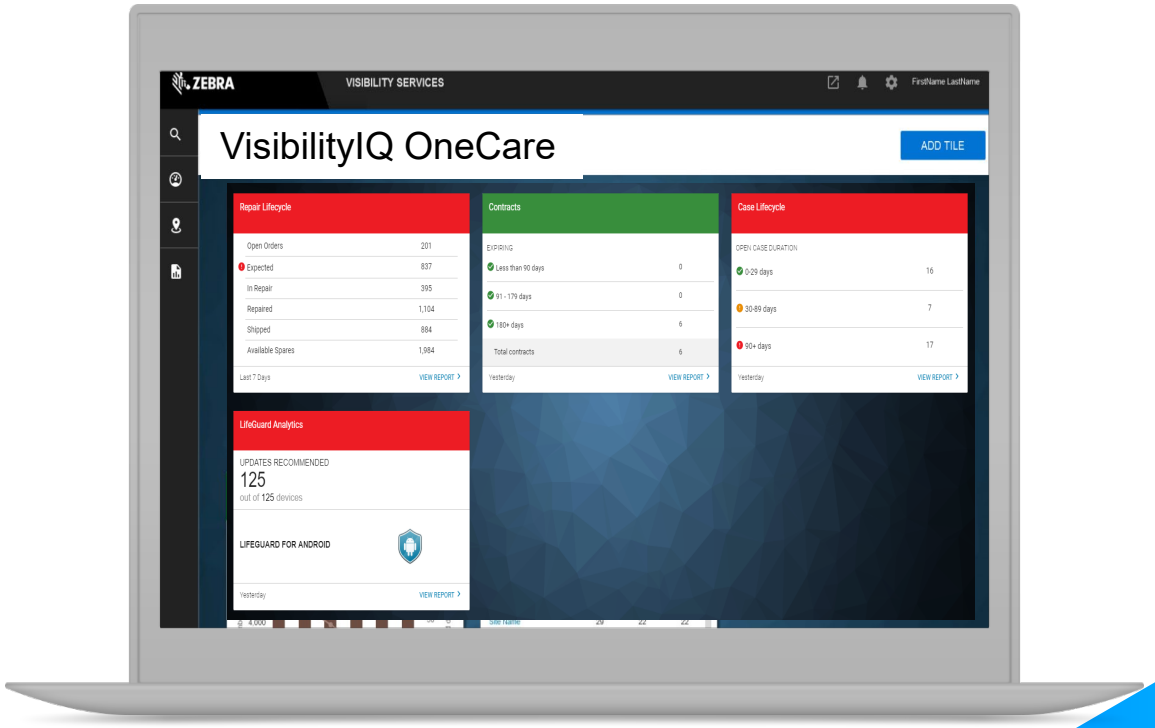


Top Repair Metrics Report

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

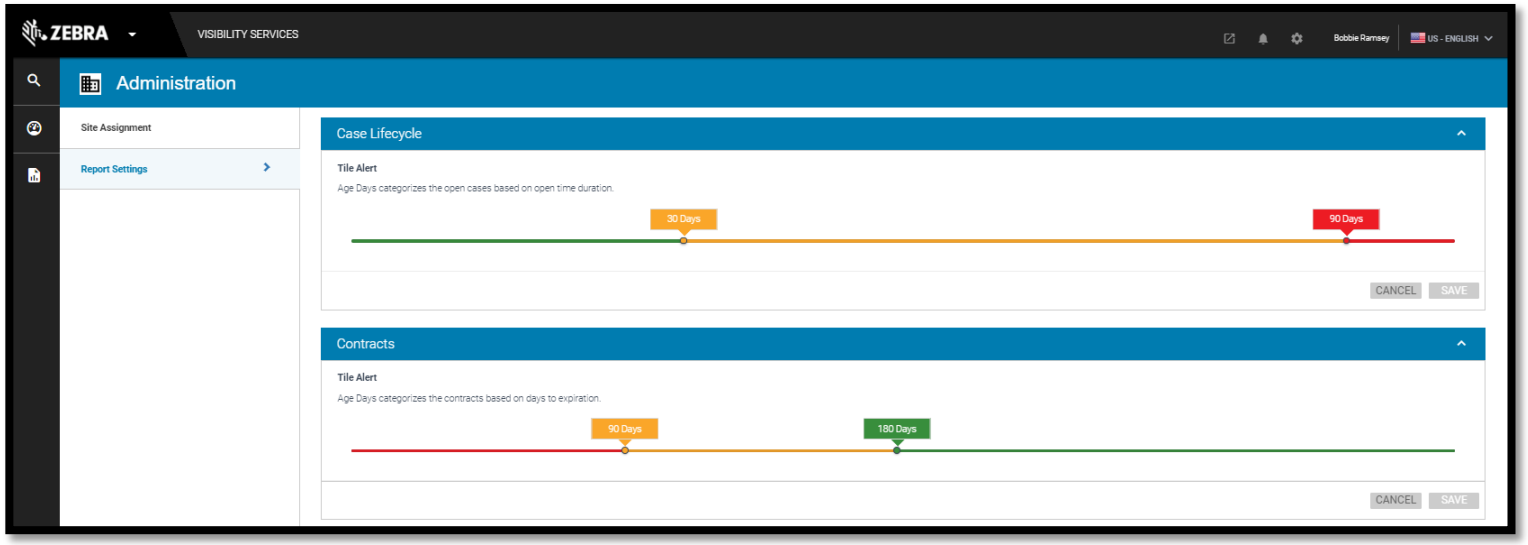


ADMINISTRATIVE FEATURES & CUSTOMER ONBOARDING



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

Thank You

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