



**ZEBRA**  
CAPTURE  
YOUR EDGE



## Zebra Managed Device Service

### The ultimate in device uptime and management for Zebra mobile computers and printers

Your Zebra OneCare™ Maintenance Plan provides the standard in support services, covering virtually everything from the inside out of your devices — from accidental damage and technical support to software, firmware support and more. And while Zebra OneCare plans protect and increase the uptime of your Zebra devices, what if your crucial business operations demand more? What if you need full management of your devices from the experts who make them to give you the ultimate device uptime and assurance you need to run your business?

Now, you can let Zebra do it all with Zebra Managed Device Service. Your designated Zebra team of experts makes it their business to know your business and the role Zebra devices play in your day-to-day operations — and your overall business success. Your ‘dream team’ of Zebra experts will monitor every one of your devices, every day they are in service, helping spot and address issues before device performance and worker productivity are impacted. With Zebra in charge of device management, you can re-deploy IT staff to focus on more crucial IT initiatives, reducing staffing costs. The Zebra Managed Device Service solution architecture fits in virtually any technology environment, delivered via Zebra’s Enterprise Mobility Management (EMM) solution. And three or five year service plans offer cost-effective monthly or annual billing, providing predictable costs that are easy to budget. Zebra Managed Device Service — fully managed worry-free device management from the experts who know your devices best.

#### Zebra’s Managed Device Service At-a-Glance

##### Managed Device Service Desk

Support from your designated trained Zebra experts is available 24x7 to ensure the fastest possible troubleshooting and issue resolution of your mobile device hardware and software.

##### Software Release Management

A Zebra designated project team ensures all of your specific devices have the correct version of software, from the operating system to security patches and 3rd party applications — eliminating incompatibilities that can impact device performance and availability.

##### Zebra Service Management

Your personal single point of contact for service delivery makes it easy to manage it all.

**Get the ultimate in device uptime and management for your mobile computers and printers with Zebra Managed Service.**

For more information, visit [www.zebra.com/managedservices](http://www.zebra.com/managedservices)

## Managed Device Service Desk

In order to get the most value out of your Zebra mobile devices, you need to achieve the ultimate in device uptime. With Managed Device Service Desk, you will. This invaluable service provides your internal IT team with constant access to Zebra experts and the expert active support required to identify and address virtually any Zebra mobile computer or printer issue. The result? Maximum device availability, return on investment, workforce productivity, customer service quality — and a superior customer experience.

### Service desk monitoring

- First line triage support for fault identification
- 24x7 support
- Zebra hardware and software technical support
- A dedicated toll-free phone number
- Experts in your environments

### Event management

- Trouble ticket management — from open to close
- Track and manage incidents from start to finish

### Vendor management

- Coordination of multi-vendor software application issues

### Incident management

- Monitor incidents from start to finish
- Isolate the trouble
- Resolve the problem

### Problem management

- Chronic incident identification
- Root cause analysis
- Problem resolution

### Change management

- Lifecycle service: define, measure, develop, obtain approvals, scheduling, testing and implementation of change request

## Software Release Management

In order to minimize device support issues and ensure device security, all of your devices need to run the right version of the most up-to-date software — including the most recent security updates and patches. But monthly operating system security updates alone may force you to balance the timing of updates with the availability of your internal IT staff resources. Now, Zebra can manage your updates for you.

### Comprehensive software updates

- Quarterly software updates include: major and minor OS updates, LifeGuard™ for Android™ updates and updates of 3rd party software applications running on Zebra devices.
- Your designated Release Manager creates a plan for each update and ensures the plan is executed, following all agreed-upon procedures
- Any size device deployment — we can update thousands of devices simultaneously, in hundreds of locations around the world.
- Protects your live environment throughout the update process

## Service Management

Managing all aspects of Zebra Managed Device Service is easy. Your Zebra Service Manager is in charge of all the coordination required to meet your needs.

### Service management

- Single point of contact for all service needs
- Manages escalation
- Ensures service level objectives are met

### Service reporting

- Monthly service reviews: response times, incident management and device performance
- Quarterly strategic business reviews

## BENEFITS

**Let Zebra's experts manage your Zebra mobile devices, so you can focus on managing your business**

Maximize device uptime and performance.

Execute timely updates to ensure the same software versions are loaded onto all devices, maximizing security and preventing incompatibilities that can impact device performance.

Get high-value services managed directly by Zebra experts for a cost-effective monthly payment, providing predictable support costs — and eliminating budget surprises.

Get access to 24x7x365 product expertise, no matter where your business is located.

Get unbeatable product knowledge — Zebra's 50+ years of experience managing Zebra products and solutions.



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