

Accelerate adoption. Maximize productivity.

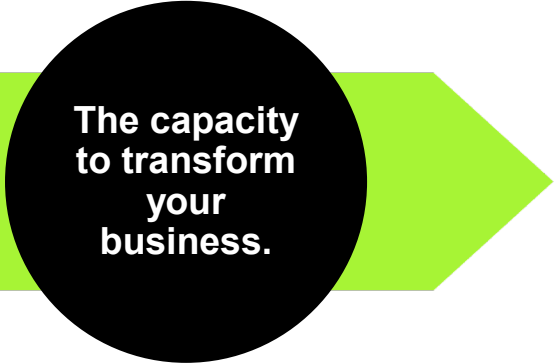
with Zebra's Professional Services



Intelligent Automation solutions are coming, are you set up for success?

Vision sensors, RFID readers, mobile computing, voice, video, location, printers and artificial intelligence.

What's the one thing all these devices have in common?



The capacity
to transform
your
business.

The data from these devices at the edge of your network offer insights into your sites, stores, warehouses transportation routes and more.

In an era when data is king, those insights could make you more efficient, more productive and more profitable.

To truly transform your business, you'll first need to bring the intelligent edge to life in your systems and operations. And fast.

Accelerate your Intelligent Automation

Data insights from the technologies at the edge of your network can open up a world of new commercial opportunities. Yet it's not always easy to implement the intelligent edge solutions to do so.

Zebra Professional Services are a portfolio that gives you the expertise to optimize the adoption of edge-data solutions. It accelerates your ability to unlock the business value from the edge of your network so you can boost performance, increase employee efficiency, and maintain a leading position in your industry.

With Zebra Professional Services, you get:

**New ways to accelerate
your ability to unlock
intelligence from
edge-data**

**Expertise from the
world leader in
connected edge
technologies**

**The fastest route
to maximum return
on investment**

Professional Services know-how

What, why and how

What



- Specialized experts with extensive knowledge in extensive knowledge in automation technologies
- Aid adoption and troubleshooting
- Fixed duration paid engagements with defined outcome

Why



- Ensure customer success
- Drive profitable growth
- Enable Zebra solutions and drive Zebra portfolio

How



- Enhance Customer Relationship Index
- Pull-Through/Incremental Revenue and Margin, and Customer Satisfaction (CSAT)

Zebra Professional Services

PS core

400+ projects

Margin 26.9%

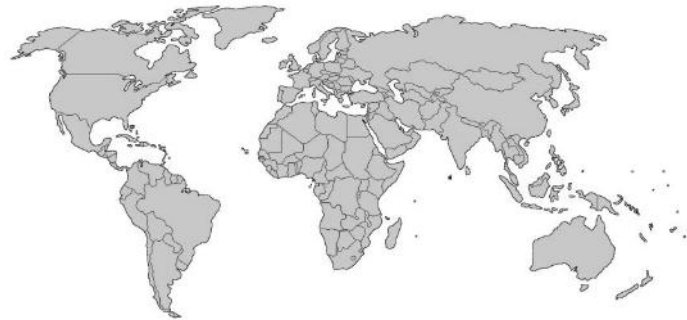
Billable utilization 60%

CSAT 4.8/5

- ALT
- EMC
- 3rd party software

Global coverage

PS delivered services
in 22 countries



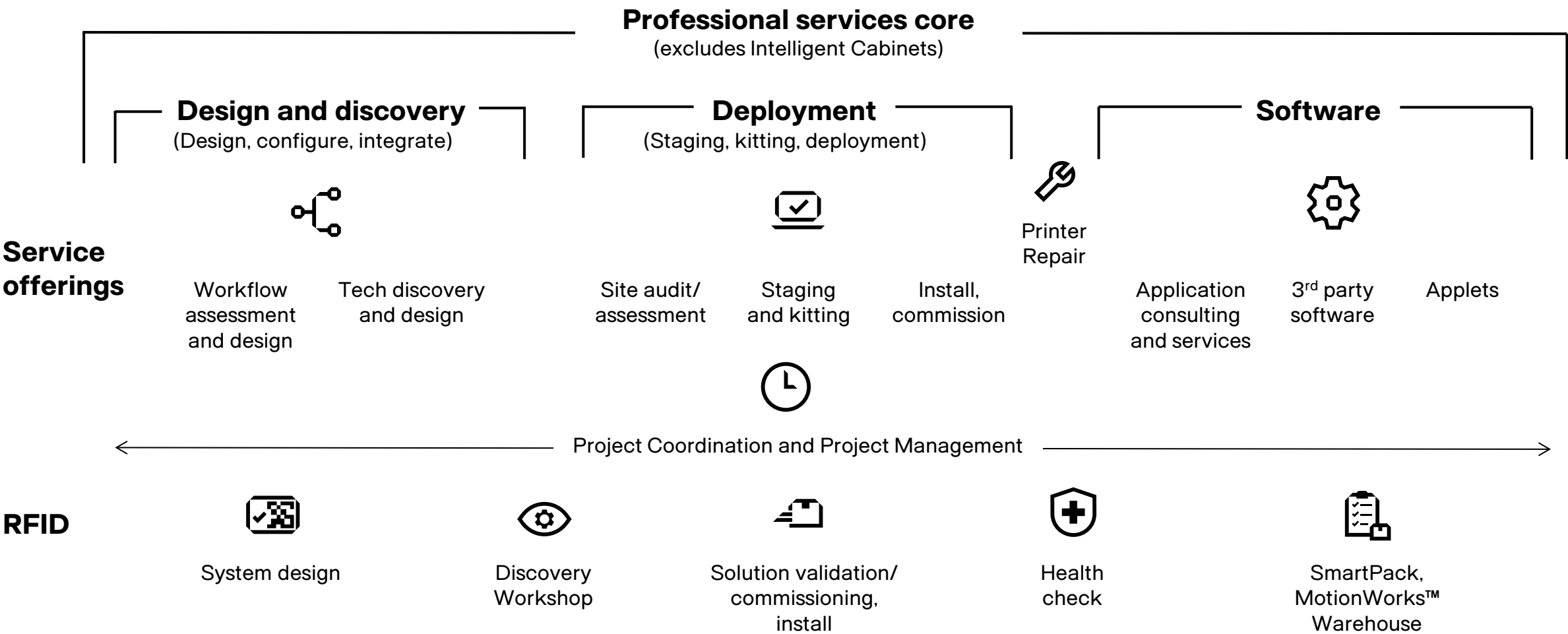
Top 10 PS core customer

- Region: NA or EMEA
- Average annual PS core revenue: \$2.5M
- Vertical:
 - Retail
 - Transportation and logistics
 - Manufacturing



Zebra Professional Services

Core portfolio



How will your business benefit from Zebra Professional Services?

New sources of business transformation

Zebra has a long-standing heritage in connected edge technologies and a committed partner ecosystem. With its Professional Services you will find new ways to integrate, adopt, and maximize these edge technologies to meet changing business priorities.

Rapid ROI through project success and user adoption

Professional Services address specific business or technical challenges and ensure positive outcomes for IT teams and end users. They empower you to plan, design, integrate, customize, adopt, and manage your new edge technologies so you see a quick return on investment.

Accelerated business outcomes

Zebra is the market leader and fully understands how to derive intelligence from data. No other provider offers the expertise to accelerate success and de-risk the elements that may derail project execution of new edge technologies.

Fixed RFID solution success stories

	FEDEX	AMAZON	AMAT SINGAPORE
Objective	Package tracking through facility	Automatic scan at dock door	Inventory tracking—real time location with 60 cm resolution
Scope	10 sites: 70 FXs, 32 ATRs, 300 antennas	90 Sites (Fulfillment Centers) Deployment Plan: 45 Sites/Year 35 Portals/Site, 40 Printer/Site	4 Sites (SOC,TIC, CW, SLC) in Singapore Expansion to other locations in APAC
Hardware	FX Reader, ATR's, D100, AN510 antennas, portals	ZT Printer, FX Reader, DS Scanner MC Handheld, Portals Custom HW: Light Bar, Speaker, Monitor, Thin Client	FX Readers, ATR's, antennas
Software	FedEx SW for config and data collection	Amazon SW for config and data collection	MWE as middleware
Services	Professional Services • Zebra PS Led—design and validation • Bailiwick—installation Support Services • Z1C Essential • Custom onsite for antennas/readers (WIP)	Professional Services • Portal and printer deployment • Zebra PS with 2 suppliers for scale Support Services • Z1C Essential on all Zebra components • Managed Services for ASAD solution (MS0) – 24x7, direct to level 2, ASAD Knowledge, Major Incident, Operations Contact	Professional Services • RFID Discovery and Design • Deployment (configure, provision, validate) • Technical consulting Support Services • Z1C • Custom onsite support

EMC Success Stories

	EVRI	TESCO	TARGET
Objective	Print-in-store kiosks	PS30 staging and deployment in new stores	Staging and kitting for TC devices and printers
Scope	6300 Print-in-store kiosks	25K PS30's, 330 stores	41.5K – TC58s 29.5K - ZQ6 series printers 1.3K – ZT411 printers
Hardware	ET45, ZD621, custom HW kiosk	PS30	FX Readers, ATR's, antennas
Software	ET45, ZD621, custom HW kiosk	PS30	MWE as middleware
Services	Professional Services • Engineering consulting—Design kiosk staging and assembly process • Staging and kitting—3rd party assembly • Deployment—Deploy PiS kiosk to EVRI stores	Professional Services • Engineering consulting—Design PS30 staging and in store (wall) deployment • Staging and kitting—via 3rd party • Deployment—deploy PS30's and walls in Tesco stores Onsite	Professional Services • Staging and kitting: – Stage TC58's, attach accessories, pack and ship per schedule via 3rd party – ZQ/ZT: kit/consolidate/pack/ship

Resources

Portfolio related questions

- Derek Wallace
- Archana Paralkar
- David Reed

Bid and quote

- NA: [@Bid Team–NALA](#) : <BidTeam-NALA@zebra.onmicrosoft.com>
- EMEA: [@Bid Team–EMEA](#) : <BidTeam-EMEA@zebra.onmicrosoft.com>
- APAC: [APACProfessionalServices@zebra.com](#)
- Provide the Salesforce ID for the opportunity to start the quote

Thank you!

