



VisibilityIQ™ Foresight

Frequently Asked Questions

VisibilityIQ™ Foresight service is Zebra's next generation of visibility services, replacing its previous Operational Visibility Service (OVS).

Designed to help streamline operations, VisibilityIQ Foresight service goes beyond what traditional tools, such as Mobile Device Management (MDM), can provide. VisibilityIQ Foresight is driven by multi-source data aggregation and machine learning analytics. It delivers a color-coded, one-view solution illustrating actionable insights and threshold-based email alerts about mobile device fleets. Focused around health and utilization monitoring, it provides insight into your devices no matter where they're located across the operation.

It combines data from multiple sources such as contracts, repair and case management systems, Zebra's IoT agent and MDM information. VisibilityIQ Foresight transforms this big data into actionable insights via a single, pane-of-glass view. It delivers to operational staff cloud-based visibility that provides the clear intelligence needed to proactively make better business decisions, uncover opportunities, and cut costs by right-sizing inventory and reduce lost or stolen assets.

Storing behavioral and seasonal trends as historical patterns over time, VisibilityIQ Foresight provides predictive, data-driven insights that can anticipate recurring events, including battery incidents and resource allocation shifts during busy seasons—something MDMs alone cannot do.

Replacing reactive with proactive management, VisibilityIQ Foresight empowers operational staff to be more efficient, save money, reinvest it in other areas, and catch potential problems before they affect the bottom line. By focusing on optimizing device availability and maximizing asset utilization, enterprises can increase workforce productivity, operational efficiency and ROI.

VisibilityIQ Foresight is delivered via a cloud-hosted Mobile Device Management (MDM) tool, service portal and various data connections into Zebra. The MDM tool used is SOTI MobiControl, and VisibilityIQ Foresight includes access by authorized users to the MDM tool.

VisibilityIQ Foresight can also connect to customers' existing MDM tools including SOTI, AirWatch and MobileIron.

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What's New

Q: As VisibilityIQ Foresight replaces the existing OVS service, what are the new features and capabilities?

A: Compared to OVS, VisibilityIQ Foresight offers a completely new user interface for faster navigation to your data, enhanced reports, and new features that provide more in-depth, relevant operational insights for smoother operations. By focusing on optimizing device availability and maximizing asset utilization, VisibilityIQ Foresight helps enterprises increase workforce productivity, operational efficiency and ROI.

Key features of VisibilityIQ Foresight include:

- New User Interface - Completely revised graphical user interface and navigation experience to view operational data via cloud-based dashboard and reporting
- Enhanced operational reports - Reports with graphs and table views provide more relevant, actionable insights for users to take the necessary next steps
- Site Hierarchy – Via the dashboard, customers can view their sites within the hierarchies they have set up within the MDM
- Email Notification - emails automatically sent to subscribed users when a configurable threshold is crossed over for selected reports
- System and User Tags - predefined system tags and user-created tags group devices for custom view

Q: Is there any extra fee to access the new user interface and features?

A: No. There is no price for VisibilityIQ Foresight services compared to previous OVS/OVS Connect services. At Zebra, we are continuously exploring ways of improving our service offers to increase customer value and satisfaction, which is demonstrated from the new VisibilityIQ Foresight service offer. Please note new SKUs will be available by May 15, 2019 to replace the existing OVS/OVSC SKUs with no pricing change.

Q: If I already have access to existing VisibilityIQ Foresight will I have to sign up again?

A: No. Your user profile information and associated dashboard data will be migrated to the new VisibilityIQ Foresight view. All logins will remain the same.

Q: Is there any change in the onboarding process?

A: No, there is no change to the onboarding process and customers will have access to the new portal after onboarded.

Q: What are the reports available in the new dashboard?

A:

Category	Report Name	Description	What's New
Repair/Support Reports	Repair Lifecycle Report	Combines previous Repair Queue & Repair Resolutions Reports into one Lifecycle report. Includes visual representation of RMA tracking trends.	Replaces Repair Queue, Repair Resolutions, and Advanced Exchange reports. New Columns: Customer Reference #, Exchange Type, Customer Due Date, Date of Manufacture, Expected Device Serial#, Received Device Serial#, Inbound Airway Bill, Outbound Tracking #, Salesforce Case #, Repeat Repair, Repair Details Page, Search for Repair. Available with VisibilityIQ Foresight

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Category	Report Name	Description	What's New
Repair/Support Reports	Case Lifecycle Report	Reports information related to technical and non-technical cases from the point they were opened, until the time they were closed.	Replaces Case Queue & Case Resolutions reports. New Columns: Repair Number Available with VisibilityIQ Foresight
	Contract	Provides contract level details - expiring and to be renewed, as well as contract details related to the customer's "total devices."	Replaces Repair Contracts Report. This report will have two tabs: Contracts and Contracts Details Available with VisibilityIQ Foresight
	Lifeguard Analytics	Insight into the BSP/patch levels for Android devices.	New Report. Identifies devices with recommended updates, devices that are currently up to date, and provides a list of all devices. Available with VisibilityIQ Foresight
	On Time Delivery	Service performance related reporting showing the month-to-month on time delivery metrics for shipped devices.	New Report, coming in late May
	Repair Repeat Rate	Service performance related reporting on the percent of devices that have been sent in for repair within 30 days of their last repair. This is also referred to as "bounce" rate.	New Report, coming in late May
	Repair Return Rate	Service performance related reporting on the return rate of devices coming in for repair including categorizing those repairs into physical damage, NTF and failures.	New Report, coming in late May
	Top Repair Metrics	Diagnostics related report that provides an easy way to access Top 10 repair information in a graphical format: i.e. Sites with Repairs, Problems, Faults, Faults on Damage Units, Repeat Repair Problems, Repeat Repair Faults	New Report, coming in late May
Operational Reports	Total Devices	Provides an inventory view of customer's total devices. The info is derived from all onboarded contracts and MDM platform. The report also indicates the device states in the operational environment and repair workflow	New Report Available with VisibilityIQ Foresight
	Devices in Operation	Provides information on all devices reported by MDM during the previous 24 hours. The devices are categorized into "Utilized" "Un-Utilized" and "Out of Contact"	Replaces Operational Devices Report and Active Devices Report. Adds 12-month trend graph and provides device utilization info Available with VisibilityIQ Foresight
	Newly Activated Devices	Reports newly activated devices and the sites at which the devices were newly activated during the time range specified. It also shows the first utilized devices and sites at which the devices were first utilized during the same time range.	Replaces Newly Activated Devices Report Available with VisibilityIQ Foresight

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Category	Report Name	Description	What's New
Operational Reports	Out of Contact	Reports the Out of Contact (OOC) devices and aging info to pin-point potential Lost/Stolen devices. The sites with high number of OOC devices are alerted.	Replaces “Out of Contact Devices” report Provides top sites with most out of contact devices Provides last known access point (AP) for each out of contact device Available with VisibilityIQ Foresight
	Critical Battery Events	Reports number of critical battery events (battery level below 30%) associated with devices over last 30 days on dashboard and over data range as selected by user. The report will provide color-coded alert on the report tile to indicate if there are the sites with too many devices with critical battery per user’s settings.	Replaces “Mobile Computer Critical Battery Events” report Provide top sites with the most events reported Available with VisibilityIQ Foresight
	Physical Memory (RAM) Utilization	Reports the top sites with high physical memory (RAM) utilization issues per user’s settings. The report will provide color-coded alert on the report tile to indicate if there are sites with too many devices with physical memory issue.	Replaces Physical Memory Report Alert on top sites with physical memory issue Available with VisibilityIQ Foresight
	Storage Memory Utilization	Reports the top sites with storage memory issues per user’s settings. The report will provide color-coded alert on the report tile to indicate if there are sites with too many devices with storage memory issue.	Replaces Storage Memory Report Alert on top sites with storage memory issue Available with VisibilityIQ Foresight
	Utilization Rightsizing	Reports top sites with least and most device utilizations per user’s settings. The report will provide color-coded alert on the report tile to indicate if there are sites with too much or too little device utilization.	Replaces Unutilized Devices Report Alert on sites with too much or too little device utilization Available with VisibilityIQ Foresight
	WLAN Signal	Reports WLAN signal strength details at site and access point (AP) level. User can select any of the sites or APs on a site and view the signal strength reported from devices connected.	Replaces WLAN Signal Report Provide WLAN signal strength info at site level and AP level Available with VisibilityIQ Foresight
	Predictive States	Reports the top categories of insights on issues that may happen to the devices based on analytics of historical data.	Replaces Predictive States Provides summary of issues identified and sites/devices impacted Available with VisibilityIQ Foresight
	Application Analytics	Reports the applications & versions installed on devices and tracks and compares total minutes used by each application.	New report Available with VisibilityIQ Foresight Requires Zebra Data Analytics (ZDS)* agent enabled on Zebra Android devices and Internet access from devices. Zebra Android devices only
	Smart Battery Health	Reports Smart battery inventory, health status and predicted remaining useful life of batteries. Allows user to create a report for battery replenishment based on battery remaining useful life.	New report Available with VisibilityIQ Foresight Requires Zebra Data Analytics (ZDS)* agent enabled on Zebra Android devices and Internet access from devices. Zebra Android devices only

	Battery Swap	Reports the aggregation of battery swaps at enterprise, site and device level during the timeframe selected by user.	New report Available with VisibilityIQ Foresight Requires Zebra Data Analytics (ZDS)* agent enabled on Zebra Android devices and Internet access from devices. Zebra Android devices only
	Scan Metrics	Reports the total number of scans, the number of successful scans, and compares the symbology from scans performed by Zebra Android mobile computers.	Available with VisibilityIQ Foresight Requires Zebra Data Analytics (ZDS)* agent enabled on Zebra Android devices and Internet access from devices. Zebra Android devices only
	Disruptions	Reports the number of device reboots (user or system initiated) and ANRs (Application Not Responding).	New report Available with VisibilityIQ Foresight Requires Zebra Data Analytics (ZDS)* agent enabled on Zebra Android devices and Internet access from devices. Zebra Android devices only

*ZDS agent technical documentation listed separately

Q: I have an MDM tool where I can track all my devices, why do I need VisibilityIQ Foresight?

A: VisibilityIQ Foresight is not an MDM tool but includes fully hosted SOTI MobiControl at no extra cost – one hand to shake.

VisibilityIQ Foresight is a service that is centered around intelligent analytics. As such, it was designed from ground up to handle lots of data. VisibilityIQ Foresight can quickly process hundreds of data points from millions of devices, every day, and apply machine learning techniques to generate new and relevant analytic insights. MDMs, in contrast, are based on relational database and cannot be scaled to do this level of data analysis. Additionally, VisibilityIQ Foresight combines data from multiple sources such as contracts, repair and case management systems, Zebra's IoT agent and MDM information.

Another important distinction is that MDM is an IT tool. Most Operations staff will not have access to the MDM console, so they have to rely on IT staff to create customized reports, something that can take extra effort and possibly a very long time. VisibilityIQ Foresight, on the other hand is about democratizing access to data driven insight. Its role-based access can be extended to any operational staff and restricted to sites or even specific reports.

Service Scope

Q: What is included in VisibilityIQ Foresight?

A: The following is included in VisibilityIQ Foresight solution (with SOTI MobiControl included):

1. VisibilityIQ Foresight provides access to the VisibilityIQ Foresight portal (VisibilityIQ™) which includes the personalizable operational dashboard and repair / operational reports with options to customize thresholds. The portal has visible alerts as well as the ability to switch date ranges for historical and trending data. And users can also subscribe to email alerts for selected reports to get email notifications when thresholds are crossed without logging into the portal every day.
2. Full MDM tool access including license and support. The MDM tool used in VisibilityIQ Foresight is SOTI MobiControl.
3. VisibilityIQ Foresight entitles the Partner to one SOTI Academy training accreditation with access to all SOTI on-line courses for one partner user.

4. Zebra service desk support, coverage hours as per Customer's accompanying Zebra OneCare® Support service contract.
5. Access to Service Level Manager for a duration of 3 months.

For full details of VisibilityIQ Foresight features, including Zebra provided initial configuration, support and Customer responsibilities, please refer to the new Service Description Document (SDD), available on The Source for internal Zebras and Partner Gateway. The SDD, along with all associated SKU's, are listed on Solution Builder and in the Service Marketing Bulletin (SMB).

Q: Does Zebra provide any additional services to support VisibilityIQ Foresight adoption and how can I order them?

A: Zebra can provide a number of optional Support Services depending on the Customer's need at an additional cost. Examples of the services include:

- Gold image creation,
- Device staging and deployment, as well as
- Professional Services on-site
- VisibilityIQ Foresight Planning Workshop,
- VisibilityIQ Foresight Enablement Training and
- VisibilityIQ Foresight support Service (such as staging process creation, best practice health checks)
– available in EMEA only.

See the Operational Consultancy and Support Service Description Document (SDD) for details. Please contact your regional Services lead for further details.

Q: Can a customer configure the VisibilityIQ online dashboard view?

A: Yes, many aspects of the VisibilityIQ Foresight online portal and thresholds are fully configurable by the customer. Additionally, the customer can choose which reports their users can see. VisibilityIQ Foresight can also incorporate customer logos if required.

Q: In which region(s) and/or countries is VisibilityIQ Foresight available?

A: VisibilityIQ Foresight is available as a SKU'd Service Product globally.

Q: Is there a minimum number of devices required to purchase VisibilityIQ Foresight?

A: Yes, per SOTI Instance there is a minimum quantity of 75 devices. For VisibilityIQ Foresight service connecting to customer's existing MDM tools, the minimum quantity is 25 devices.

Q: As a partner, how does VisibilityIQ Foresight help with the existing managed service in which I have already invested?

A: VisibilityIQ Foresight is a unique service that is offered to help enhance services by providing an adaptable online management platform that simplifies the complexity of big data available from multiple source systems, automating the interpretation through easy to understand reporting and visual alerts.

Provided with full access to SOTI MDM MobiControl toolset, VisibilityIQ Foresight creates a stable operational platform to build additional service value through process optimization and incremental services to your customers. With the introduction of simple SKU'd VisibilityIQ Foresight, available training and tools, Partners can augment their existing services and focus on delivering differentiated managed services without upfront R&D investment and costly platform technologies.

Q: I have a large, multi-national end customer that utilizes multiple Partners and wants one complete global view. Can VisibilityIQ Foresight do that?

A: Extensive engineering within the VisibilityIQ Foresight online portal will allow for a customer to have a global view of their environment. However, from a Partner perspective, the VisibilityIQ Foresight online portal as standard, will only allow for the Partner to see the data and information on the devices they procured for the customer to protect each Partner's information from being exposed to one another. Permissions will be required to show information where the devices are procured from multiple parties. See the SDD for further details.

Q: Is there a limited number of users that are provided access to VisibilityIQ Foresight online portal that is standard with the service?

A: There is no limitation on the number of users that can have access to the VisibilityIQ Foresight online portal. This can be set up and managed by the customer.

Devices

Q: Which devices are supported by VisibilityIQ Foresight?

A: VisibilityIQ Foresight supports all Zebra Mobile Computing devices – Windows Mobile/CE and Android. VisibilityIQ Foresight also supports third party Windows mobile ruggedized devices, Android and iOS Consumer devices. The level of visibility may vary for non-Zebra devices based on data availability. All the Zebra EMC devices and the third-party devices that are supported by SOTI are also supported by VisibilityIQ Foresight.

Note: * Customers requiring visibility into Zebra Link-OS networked Printers will need to continue to leverage the legacy portal and report sets as they do today until printers are aggregated into the new VisibilityIQ Foresight view and reporting.

Q: Can non-Zebra devices be supported?

A: Yes. VisibilityIQ Foresight also supports third party Windows mobile ruggedized devices, Android and iOS Consumer devices. The level of visibility may vary for non-Zebra devices based on data availability. It is expected that where non-Zebra Mobile Computing devices will be included on VisibilityIQ Foresight, there will be a mixed estate that will include Zebra devices.

Q: Are there elements of VisibilityIQ Foresight that would not be available for non-Zebra products?

A: With some device types and OS, there may be a reduction in the data available to be captured. Consumer devices tend to have less data for MDM tools to capture. For example, the 5 new reports below are not available for non-Zebra devices as they require data from the ZDS agent only installed on Zebra Android devices.

- Application Analytics
- Smart Battery Health
- Battery Swap
- Scan Metrics
- Disruptions

MDM Tool

Q: Can any MDM Client be used to feed into VisibilityIQ Foresight?

A: At this time, the solution architecture for VisibilityIQ Foresight utilizes SOTI MobiControl v12 or later only. Support for other MDM tools is planned for future releases. For customers who already have MDM, VisibilityIQ Foresight can connect to the customer's existing MDM. For customers who have invested in AirWatch, MobileIron and SOTI - the visibility is subject to data availability from non-SOTI MDMs. As of December 2019, VisibilityIQ Foresight supports SOTI MobiControl Version 14.4

Q: What are the network related considerations to enable devices to be included in VisibilityIQ Foresight?

A: It is important that devices can reach the SOTI MobiControl cloud (deployment server) to exchange data, download new software, etc. The deployment server is exposed to the Internet. Therefore, dedicated SOTI MobiControl network ports need to be accessed on the customer's firewall (FW). Many customers do not allow direct links to the Internet for devices and must use a customer internet facing proxy server. To allow Zebra to provide pre-configured device agents, proxy information needs to be submitted to Zebra prior to the implementation to avoid delay.

Q: Which network ports needs to be open to allow devices to communicate to the SOTI MobiControl cloud?

A: Devices / SOTI Deployment Server will communicate over TCP ports 5494 (binary protocol) and 443 (SSL protocol). So, an in-/out-bound firewall (FW) rule is required to be setup on the customer's network to allow traffic.

Q: What if the connection to SOTI MobiControl cloud needs to go through a customer internet facing proxy?

A: Proxy configuration is supported on SOTI MobiControl. If required, the following information needs to be added to the SOTI/Mobile Device gathering document and submitted to Zebra:

WWW Proxy;

- User Name
- Password
- Proxy Server
- Proxy Port, or

Socks Firewall/Proxy;

- User Name (depending on customer setup)
- Password (depending on customer setup)
- Proxy Server
- Proxy Port

Q Is there an impact on VisibilityIQ Foresight service initiation based on time it takes to open TCP ports 443 and 5494 needed by SOTI?

A: Target timeframe is 4 weeks from order completion and receipt of the VisibilityIQ Foresight order form to MDM Instance and Portal to be operational. If there are delays, for example in providing the required details in the VisibilityIQ Foresight order forms or allowing for the correct access to be given, then operational go-live will likely be affected.

Q: What is the Zebra Policy and Procedure for MDM Software upgrades?

A: For upgrading SOTI software following scenarios apply:

1. **Free SW Upgrades** – Partners/end-customers who test the upgrade and certify the upgrade procedure are entitled to one (1) free SOTI MobiControl upgrade every contract year. To support the testing, Zebra will offer different options to the customers to perform testing.
2. **Payable SW Upgrades** – If the customer is not willing to test the upgrade using the test environment, they can ask Zebra to perform the upgrade. This is a chargeable activity.
3. **SW Upgrades exceptions** – In rare circumstances, such as if upgrade is time sensitive, Zebra may consider the upgrade without testing. However, customer must take the complete risk. Zebra will make the final determination to allow upgrade without testing.

For further details on the MDM upgrade, please discuss with your Sales Account or Engagement Manager.

Price

Q: Where can I find the prices for VisibilityIQ Foresight?

A: All SKU's and list prices for VisibilityIQ Foresight are available in Solution Builder and Partner Gateway.

Q: What if the customer has already purchased SOTI Hosted Cloud licenses and maintenance?

A: If a customer is subscribing to SOTI cloud service, the contract needs to be cancelled and migrated under VisibilityIQ Foresight. The other option is to get VisibilityIQ Foresight 'connect' offer which connects to customer's SOTI instance and provides the same level of reporting.

Q: What if the customer has already purchased the SOTI perpetual license?

A: If a customer has already purchased perpetual SOTI license and is hosting the SOTI server, Zebra can use the customer's SOTI license for VisibilityIQ Foresight on Zebra cloud (customer retains license ownership) and provide service credit. Please contact Zebra's service sales manager for discount.

Ordering

Q: Can all Zebra Partners sell VisibilityIQ Foresight?

A: Yes. All approved Partners and Distributors within Zebra's Partner program can purchase and resell VisibilityIQ Foresight. VisibilityIQ Foresight is available as a SKU'd Service Product globally.

Q: What is the ordering process for VisibilityIQ Foresight? Does the Customer pay three years up front or by month or quarter?

A: VisibilityIQ Foresight can be ordered using the SKU's available on Solution Builder. All Zebra devices must be covered under a Zebra OneCare support contract to order VisibilityIQ Foresight for those devices. In order to initiate VisibilityIQ Foresight onboarding process, the customer must provide the information for the VisibilityIQ Foresight request form and MDM configuration forms. Forms can be obtained from regional Service Sales leads. Where Printers are applicable, the initial Purchase Order needs to include the associated SKU for the PAS onetime setup. On receipt of a VisibilityIQ Foresight Purchase Order and the required information, Zebra will provide the associated service delivery to build and configure VisibilityIQ Foresight Platform (Inclusive of SOTI) and complete customer onboarding. VisibilityIQ Foresight SKU's provide 36- and 60-Month term lengths aligned to required Zebra support payment terms. For some products, there are VisibilityIQ Foresight SKU's for 84 months which allow for annual payments (please refer to VisibilityIQ Foresight SDD for details). Any other payment terms are subjected to surcharge.

Q: As a Zebra Partner, does my customer pay Zebra direct or do they pay me, and I pay Zebra?

A: VisibilityIQ Foresight ordering and payment terms will be as per your Zebra PartnerConnect contractual conditions.

Q: Is there a contractual obligation to the timeframe for putting devices onto the platform? For example, if I am looking to buy VisibilityIQ Foresight for 6000 devices which I expect to roll out over 18 months, is the term 3 years from the first device or 3 years after the last of the contracted 6000 are in the operating environment?

A: As standard, VisibilityIQ Foresight billing will begin when the platform is delivered based on the total number of licenses originally ordered. Subsequent VisibilityIQ Foresight orders should be entered as additional devices are needed to be covered. As device quantity pricing tiers are achieved, the new price will be adjusted on the contract going forward.

As standard, orders will co-terminate at the end of the initial term of the first deployment.

Q: If it takes 3-4 weeks to on-board and deliver VisibilityIQ Foresight to the customer, when does billing start?

A: VisibilityIQ Foresight Invoicing is initiated at the point of handover following successful onboarding.

Q: If a customer purchases Zebra OneCare and VisibilityIQ Foresight together, what is the end date if VisibilityIQ Foresight is successfully onboarded after the start of the accompanying Zebra OneCare contract?

A: VisibilityIQ Foresight will co-terminate with the Zebra OneCare service offering.

Implementation

Q: We understand there is a defined, SKU'd price for VisibilityIQ Foresight. Who is responsible for creating the VisibilityIQ Foresight environment? Is it included in the price?

A: Zebra is responsible for the initial configuration of the MDM tool and VisibilityIQ Foresight online portal and this is included in the VisibilityIQ Foresight price. Refer to the SDD for specific responsibilities. The customer is responsible for creation of device gold image and adding MDM agent on to the devices. Zebra offers assistance in doing that as an optional service.

Q: If a Customer wants to push their own depot and help desk data into VisibilityIQ Foresight are there APIs published?

A: APIs are currently not available for VisibilityIQ Foresight. Zebra is working to provide this functionality in the near future and will communicate accordingly.

Q: How long does it take to onboard a VisibilityIQ Foresight order?

A: Target timeframe is 4 weeks from receipt of the information for VisibilityIQ Foresight order form for the service to be operational. Timeframes are dependent on correct information being available for the VisibilityIQ Foresight and MDM Configuration forms as well as required network access and availability of designated customer Technical Lead.

Q: What support is available to a Zebra customer to onboard end users? Will Zebra provide configuration guides and service desk support for that implementation phase?

A: Zebra provides the on-boarding of the MDM platform and VisibilityIQ Foresight online portal as defined in the SDD and details agreed in the VisibilityIQ Foresight and MDM order forms. Creation of the Gold Image, additional MDM settings and deployment of the MDM agent are not included and are the customer's responsibility. Service desk, Staging and any repair services outside that ordered from Zebra are the responsibility of the customer. There are optional chargeable services for Zebra to perform these tasks if a customer desires.

Q: How is GPS/Geolocation information captured and displayed? And are there any considerations that would prevent it from being available?

A: Geo-location details are pulled back via the MDM tool when the device checks in. GPS needs to be enabled and the devices need to be connected to the MDM tool, i.e., via WLAN, WWAN, etc.

Q: What is the proposed approach for getting the VisibilityIQ Foresight client components onto the device?

A: Deployment of the MDM agent on to the devices is the customer's responsibility. There are a number of training and best practices information available.

Q: How is end user access controlled to VisibilityIQ Foresight?

A: Zebra provides administrative access to the customer who ordered the VisibilityIQ Foresight service. Information for the VisibilityIQ Foresight form must be complete prior to the on-boarding process that requires the email and contact information of the customer administrator and technical contact lead that is used to deliver the VisibilityIQ Foresight environment. The VisibilityIQ Foresight administrator can then add and remove users as well as restrict access and views where applicable.

Data Security

Q: Does VisibilityIQ Foresight meet GDPR requirement?

A: VisibilityIQ Foresight meets the GDPR requirement.

Q: Who owns the data captured from the devices under the VisibilityIQ Foresight program?

A: Data collected will be owned by the customer.

Q: What happens to the data if a customer cancels or does not extend their VisibilityIQ Foresight agreement?

A: Data collected will be handled as customer confidential information per the terms of the agreement and provided to the customer and/or destroyed.

Q: How do devices connect to VisibilityIQ Foresight and how secure is the data?

A: To ensure end-to-end security, by default MobiControl encrypts all communication between the MobiControl Manager and the Deployment Server using SSL. Additionally, the Device Agent uses a proprietary algorithm for encrypted communication with the Deployment Server. For organizations that require standards-based encryption for protecting data communication, SSL-based encryption can be enabled for communication between the Device Agent and the Deployment Server. This allows all communication and data flowing between the mobile devices, the MobiControl Deployment Server and the MobiControl Manager consoles to be encrypted using SSL certificates, for an extra layer of security. Multiple methods of distributing the certificates for encryption are available. Further documentation is available for any specific security or compliancy concerns. Please contact your Zebra account representative for additional questions.

Run

Q: What level of support will a customer get from the service desk for VisibilityIQ Foresight?

A: The service desk is here to provide technical support for the platform. This includes issues pertaining to the VisibilityIQ portal and access to the MDM environment. The service desk is not obligated to support questions regarding deployment of the MDM agent on the devices. The service desk hours will be aligned to that of the accompanying Zebra OneCare support agreement. Please refer to the Service desk section of the SDD for further detail.

Q: What are the specifics of the Support SLA for VisibilityIQ Foresight?

A: VisibilityIQ Foresight online portal access will be maintained for a limited time for access to historical data. However, on contract end date, no new data from the devices will flow to the portal. In case you need any further details, please contact Zebra regional sales associate.

Severity of VisibilityIQ Foresight issues as captured by Service Desk

Severity	Severity Criteria
1 – Critical	The VisibilityIQ Foresight Cloud or Software thereof is completely unusable
2 – High	The VisibilityIQ Foresight Cloud or Software is significantly impaired.
3 – Medium	One or more features of the VisibilityIQ Foresight Software are not functioning.
4 – Low	Little or no impact on VisibilityIQ Foresight Licensee's daily business processes.

Escalation and Support Hours / Availability

Region	Support Level 1*	Support Level 2	Support Level 3
NALA	08.00am – 8.00pm EST Mon – Fri (excl. US holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)
EMEA	08.00am – 7.00pm CET Mon – Fri (excl. CZ holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)
APAC	09.00am – 6.00pm MYT Mon – Fri (excl. MY holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)

* Note: For VisibilityIQ Foresight customers who have Zebra OneCare Select support contracts for Zebra devices, Zebra provides 24/7 Telephone Support during non-standard business hours. Zebra will provide live Technical Support by telephone in English (excluding Zebra-observed holidays). If customer's support case demands escalation, it will be addressed during normal business hours. For VisibilityIQ Foresight customers with Zebra OneCare Essential support or third-party devices, the SLA in the table above apply.

Expected Response of VisibilityIQ Foresight issues

Severity Level	Support Step 1 Case Opening, Active Resolution	Support Step 2 Active Recovery, Temp Patch or Work-around	Support Step 3 Final Resolution, or Temp Work-around with Impl. Plan
1 – Critical	Four (4) business hours by phone, (Eight (8) business hours by email)	Immediate and continuing effort during standard hours	Within twenty (20) calendar days
2 – High	Four (4) business hours by phone, Eight (8) business hours by email	Within five (5) business days	Within thirty (30) calendar days
3 – Medium	Four (4) business hours by phone, Eight (8) business hours by email	Within ten (10) business days	Next release of software / server update
4 – Low	08.00am – 7.00pm CET Mon – Fri (excl. CZ holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)	None

Q: What about pushes and patches and BSP updates to the devices within VisibilityIQ Foresight - who is responsible to provide that service?

A: Once the VisibilityIQ Foresight is delivered, it is at the discretion of the customer to manage pushing any patches, application or BSP updates to their devices. Zebra does offer an optional service to provide management and deployment activities as needed.

Contract Management

Q: What happens to the VisibilityIQ Foresight access when the contract expires?

A: VisibilityIQ Foresight online portal access will be maintained for a limited time for access to historical data. However, on contract end date, no new data from the devices will flow to the portal. In case you need any further details, please contact Zebra regional sales associate



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