



ZEBRA Workcloud Sync Proof of Concept

Welcome to Your Workcloud Sync Proof-of- Concept Journey!

Congratulations on reaching this exciting milestone in your journey towards innovation and enhanced operational efficiency! We are thrilled to welcome you to the Proof of Concept (POC) phase of our partnership. This document is designed to equip you with all the essential information to ensure a successful and seamless experience with Workcloud Sync.



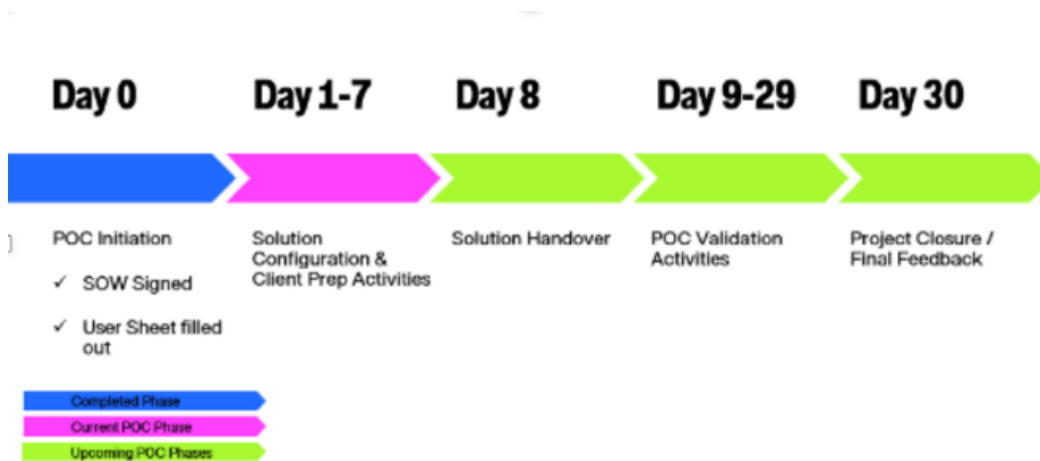
Why this POC Matters

Embarking on this POC is your first step towards unlocking the full potential of our cutting-edge solution. It's an opportunity to experience firsthand how our technology can address your needs, streamline your processes, and drive significant value for your organization.

This document contains everything you need to get started and validate the use cases agreed with your Zebra representative for the POC. From set-up instructions and user guidelines to troubleshooting tips, we've got you covered. As you explore the capabilities of our solution, we are confident you will see the transformative potential it holds for your organization.

We are excited to partner with you on this journey and look forward to demonstrating how our full solution can drive success for your business. Let's get started!

POC Timeline and System Access



NOTE: A grace period is added to the 30-day term to ensure access is available for at least 30 days from 'Solution Handover'.

Access is provided to the customer to three platforms during the Workcloud Sync POC:

Three platforms

Workcloud Sync App

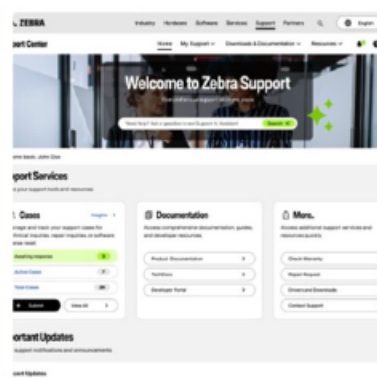
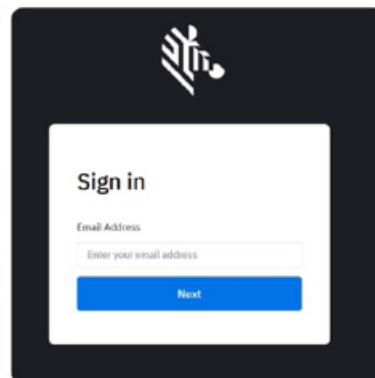
This is the main platform to be validated as part of the POC, all clients' licensed users will be onboarded onto the app.

Workcloud Sync Admin Portal

Selected clients' users can also receive access to the Admin Portal.

SaaS Support Portal & Knowledge Center

One client's user will be onboarded as an Admin User for the SaaS Support Portal & Knowledge Center. This combined platform provides user info, videos & guides, and ability to raise cases on product questions or product related issues observed during POC.



Client POC Preparation Activities

1. Ensure all firewalls are open on the network to be used for the POC, leveraging the Workcloud regional Workcloud Sync firewall documentation provided (see 'Additional Resources' below).
2. Validate that the devices to be used for accessing Workcloud Sync conform to the 'System Requirements' outlined in the Workcloud Sync User Guide, namely the mobile OS version (min. Android 8 and iOS 16).
3. Review and familiarize yourself with the other available documentation (see 'Additional Resources' below).
4. Validate network readiness, the Zebra Wireless Analyzer tool can be used if required (see 'Additional Resources' below) (optional, recommended). Note the guidance below on data usage:

Workcloud Sync uses Wi-Fi and cellular for voice and PTT calling, messaging, and related features such as locationing.

Table 7 Workcloud Sync Data Usage

Activity	Data Usage
Idle	7.91 Mb/hr
Voice call	13.02 Mb/hr
Video call	1.79 GB/hr





Solution Handover and Kick Off

- The Workcloud Sync Professional Services team have set up your POC environment to enable you to validate that the solution addresses your core use cases. Namely:
- User, Roles and Permissions: We have assigned roles and permissions to your users. Users who have been granted access are in the 'List of Users' document.
- System Functionality: All standard product functionalities (per SOW agreement) have been enabled for your POC.
- Whilst access will be provided to the Workcloud Admin Portal to the customer, the access is predominantly read only. This is with the objective of simplifying the setup of the POC and ensuring focus is on proof of value of the solution during the short POC period.

To get users up and running on the Workcloud Sync solution, there are some important steps to follow:

1. Deploy the application via the applicable app store (iOS or Android). The APK file also can be downloaded from the Android App Store if the preferred deployment method is via a Mobile Device Management (MDM) tool. It is recommended to validate the log in and core use cases of the POC on one or two devices before deploying to all users.
2. Provide username and password credentials from the 'List of Users' document to the users. One generic temporary password can be used by all users for initial login. There are two options for provisioning credentials to users: **Email (only applicable if users have email addresses):** A "Welcome Email" with the users' credentials can be pushed from the Workcloud Admin Portal if users have email addresses. **PDF / paper:** Print the credentials and / or QR codes for users to physically scan / read.
3. Have each user login with the credentials provided to them. If wearable devices are being used during the POC, it is recommended to leverage the "Device as Code" feature for login. The Workcloud Sync Professional Services team will assist in the configuration of this feature.
4. Direct the user to accept all the user permissions presented in the application upon login.
5. Confirm that all users have successfully logged in to the Workcloud Sync application.
6. Additional checks for access: Confirm that users set up with Admin rights (Manager role permissions) can successfully access the Workcloud Sync Admin Portal. Confirm that the designated client's user can access SaaS Support Portal.
7. After deploying, it is recommended to have a weekly touch point with your Zebra representative to monitor the progress of the POC, referring to the success criteria agreed before the POC.



Additional Resources

- Users and Roles with QR Codes in the associate 'List of Users' document (to be provided as part of the Solution Handover).
- Firewall documentation: [EMEA Firewall Rules](#) and [North American Firewall Rules](#).
- [Install and Provision Sync](#) provides more detail on the product functionality as it relates to installing and provisioning the application.
- [Zebra Workcloud Sync Knowledge Center](#) is a wealth of learning resources and reference materials.
- [Zebra Workcloud Sync Administrator Guide](#) demonstrates the ease of use of managing the application inside your own organization in the future.
- [Zebra Workcloud Sync User Guide](#) gives you an introduction to the features that are available with Sync.
- The Zebra SaaS Support Portal is your portal to raise any technical / product issues during your POC journey. Credentials to access will be sent in a Welcome Email shortly after entitlement creation.
- The Zebra Workcloud Sync product [page](#) to learn more about the use cases of the solution.
- The Zebra Wireless Analyzer product [page](#) explaining how to use the tool for real-time Wi-Fi Analysis and troubleshooting.



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