



Zebra Services for RFID Made Simple

Protect your customers' RFID products and solutions with the right service

Your customers have invested in Zebra RFID hardware and solutions for the quality and dependability that have become synonymous with the Zebra name—and for the advanced features and technology that deliver unmatched accuracy and interoperability. No matter what type of RFID challenge your customers face, they'll want to enhance their investment with Zebra OneCare™ maintenance plans. And customers can unlock RFID ROI with customized design, efficient deployment and seamless integration with Zebra Professional Services. But how do you know which service to pair with which products and solutions? This resource provides an overview of the service options available for the various products in Zebra's RFID portfolio, helping you make informed decisions.



Zebra OneCare Maintenance Plans

Zebra OneCare TSS™

Technical and Software Support

TSS offers the most basic support plan for customers who prefer not to include repair services in their plan. Includes:

- Access to Zebra's specialized technical support professionals with the expertise to troubleshoot hardware and its installed software
- 8x5 live agent tech support
- OS and LifeGuard for Android™ security updates to protect your devices, data and ensures compliance with data protection laws

Zebra OneCare Select™

Maximum Protection

Access around-the-clock support with all the benefits of Zebra OneCare Essential plus:

- 24x7 live-agent phone support
- Advance Exchange: next-business-day, 'like new' device replacement
- Standard commissioning: pre-loaded with your settings, software, apps and your preferred OS and LifeGuard versions
- Cloud-based dashboard¹ to track repairs in process, contract status and more with VisibilityIQ OneCare

Zebra OneCare Essential™

Core Assurance

Day-to-day coverage to keep your Zebra RFID-enabled devices up and running:

- Comprehensive coverage—includes accidental damage and normal wear and tear
- 3-day guaranteed turn around time on repairs
- Includes TSS
- Cloud-based dashboard¹ to track repairs in process, contract status and more with VisibilityIQ™ OneCare

Zebra OneCare On-Site™

Certified On-Site Technician⁴

When devices are too vital, large or cumbersome to ship to a Zebra Service Center for repair or service, a Zebra-trained and certified technician is sent to your site for one-on-one, personalized attention²:

- Everything is included: parts, labor, travel to and from your facility, software and firmware updates, security patches, complete cleaning—whatever is required to get your devices back up and running
- Two service levels—scheduled on-site visits or a permanent on-site solution

1. Available in the US, Canada and United Kingdom for Zebra mobile computers; available for Zebra mobile printers in Europe and United Kingdom.

2. Available for Zebra mobile computers in the US, Canada and select European countries. 3. Proactive Battery Replacement Service is not available in APAC.

4. Available in North America/UK only. 5. Available with Zebra OneCare Select only.

Tailor Zebra OneCare Plans To Meet Your Customer's Service Needs



Battery Services

New Replacement Batteries at a Lower Cost

Plan ahead to get replacement batteries throughout the entire life of your device. Reduce your battery management, handling and logistics complexities.

- Battery Maintenance replaces batteries that cannot reach a minimum 80% charge: choose one new battery or unlimited new batteries over the course of the contract term
- Proactive Battery Replacement Service (2,3) eliminates costly downtime due to aging batteries. Zebra constantly monitors the health of the batteries in your Zebra mobile devices and proactively sends replacements for batteries that can no longer hold a full charge, before worker productivity is impacted.



Fastrack

Zero Device-Related Return Logistics^{4 5}

This concierge-style service provides door-to-door 'hot swap' service that frees staff from virtually all return-related shipping and logistics administration.

- A courier drops off a ready-to-use advanced replacement device that is pre-loaded with your applications and settings—and returns your malfunctioning device to the Service Center for you
- One quick call does it all—reducing hours of return-related logistics tasks per device to seconds
- Available for mobile computers and mobile printers¹



Commissioning

Ready-To-Use Devices Right out of the Box

There are two levels of Commissioning service available:

- With Standard Commissioning*, Zebra ensures that when you receive your Zebra devices from the Zebra repair depot, you can open the box, power up the devices and put that device back into operation immediately
- With Advanced Commissioning**, Zebra offers three different selections depending on your operational needs—Enterprise Mobility Management (EMM) and Mobile Device Management (MDM), Advanced physical commissioning and SIM cards with cellular carrier***



Logistic Services²

Expedited Device Shipping Services

Need to send a device in for repair? Let Zebra handle it all to minimize shipping logistics.

- Zebra arranges for device pickup
- Print your prepaid shipping label through the Zebra Repair Order portal
- Zebra covers all shipping costs and risks of loss, theft and more
- Choose standard or next day shipping service from your location to the Zebra Service Center

*Standard Commissioning is available for Zebra mobile computers, scanners and printers.

**Advanced Commissioning is available for Zebra mobile computers.

***Some restrictions apply due to carrier and country restrictions. Please check with your carrier that Zebra will be able to register SIM cards on your behalf.

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Professional Services for RFID

Zebra's consultative end-to-end Professional Services can help your customer unlock value with RFID and achieve desired outcomes. Zebra Professional Services can assist with the entire RFID solution deployment journey, from planning and design to installation and project management. We also work with our larger partner ecosystem to ensure seamless deployment with minimal to no disruptions to business operations.

Plan for Success

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| Step 1 | RFID Discovery Workshop—Uncovering needs
Outline business and functional requirements to craft a high-level RFID solution, including recommendations, success criteria, key milestones, deliverables, and contingencies. |
| Step 2 | RFID Design Workshop—Planning for success
Transform Step One deliverables into an RFID system design tailored to your customer's business needs, technical requirements, and use cases. |

Deployment

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| Step 3 | Install and Integrate—installing solution per design
Carry out the physical installation, configuration, and commissioning of RFID readers, antennas, and Zebra Software according to the design. |
| Step 4 | RFID Solution Validation—Thorough Pre-Deployment Test
Ensure the full end-to-end RFID solution is production-ready by checking, inspecting, and validating all components against requirements, use cases, and business processes. |

Handover

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| Step 5 | RFID Technical Consulting
After deployment, provide your customers with ongoing technical support as needed. |
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Keep your technology running while you focus on your business,
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