

Zebra OneCare™

Proactive Battery Replacement Service

The battery service for Zebra mobile computers that does it all—from remote battery health monitoring to delivery of new replacement batteries



The Challenge

The high cost of aging batteries that fail mid-shift

You count on your Zebra mobile computers to provide your workers with the instant information they need to complete every task quickly and accurately. And your workers count on constant battery power throughout every shift. But when batteries age, they can no longer hold a full charge or power a full shift—a costly event that...



Reduces workforce productivity—up to 50 minutes of lost productivity per worker per incident¹



Increases IT support costs for time spent troubleshooting battery issues and managing a large spare battery pool



Increases capital costs due to the need to purchase a larger spare battery pool



Increases administration costs for time spent purchasing individual batteries as needed—and replenishing inventory for the battery pool

The Solution

Keep healthy batteries in all of your Zebra mobile computers with Zebra's Proactive Battery Replacement Service

With Zebra's Proactive Battery Replacement Service, it's never been easier to eliminate costly downtime due to aging batteries that can no longer power a full shift. For just pennies a day, we do all the work for you. We monitor the health of all the batteries in your Zebra mobile computers. As soon as we spot a battery that is within 30 days of becoming unhealthy and unable to hold a full charge—known as its Remaining Useful Life (RUL)—we send a replacement to the location where the device is in use. All you have to do is insert the new battery into the mobile computer and discard the aging battery—we take care of the rest.



Batteries that cannot hold a charge are one of the top five common factors that lead to physical device issues and costly unplanned mobile computer downtime.¹

Comprehensive features deliver end-to-end battery management

Outsource your battery management to Zebra and cover it all...



Constant 24x7 monitoring. This proactive real-time A-to-Z service includes constant monitoring of the status of the existing batteries in your Zebra mobile computers via the Zebra Data Services (ZDS) agent already installed on your Zebra mobile computers. This software client collects and sends over 25 battery performance metrics to Zebra over a secure connection. The metrics are then analyzed to define when a battery is within 30 days of its Remaining Useful Life (RUL)—the time when a battery will begin to experience failure issues.



Automatic battery shipment. Zebra automatically sends replacements for batteries that are within 30 days of their Remaining Useful Life (RUL) monthly, directly to the sites where the devices with the aging batteries are located. You no longer need to manage all the logistics—from opening purchase orders and ordering batteries to ensuring batteries reach the right location. And batteries are swapped before they result in worker and device downtime, protecting productivity and costs.



End-to-end battery management and oversight. We manage the entire process for you. We identify when a battery needs to be replaced before it can no longer hold a full charge and result in device downtime. We ship batteries to the right location. And we close the loop—the incident remains open until we see that the new healthy battery is installed in the device.



Authorized Zebra batteries. You get genuine Zebra PowerPrecision or PowerPrecision+ batteries (model dependent), providing unmatched performance and battery intelligence in Zebra mobile computers—plus a better battery design. All batteries are not equal—our batteries are designed and manufactured to meet Zebra's rigorous standards, starting with premium high-grade cells that have a higher capacity to meet full shift power demand, a strong housing that increases durability, plus safety features that help manage overheating and other potentially hazardous issues.



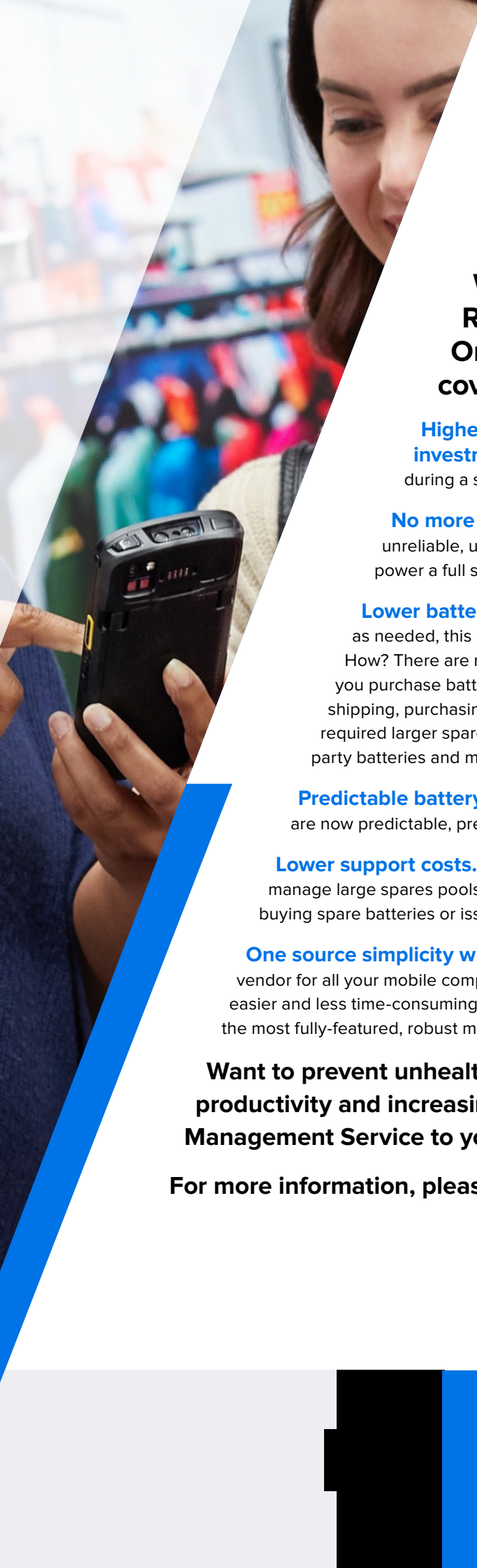
At-a-glance dashboard. Want to know the status of your batteries? Access your VisibilityIQ™ cloud-based dashboard anytime and anywhere to view reports that show:

- The number of batteries that are within 30 days of their RUL that require replacement
 - The serial number of each mobile computer with an aging battery and the serial number of its replacement battery
 - The number of batteries that are healthy
 - The number of batteries that have not been in service long enough to report ample data to predict RUL
- Want more data? Additional battery data is available through Zebra's VisibilityIQ Foresight service option.



The Zebra Services Agent app monitors the state of health of the batteries in Zebra devices. When a battery reaches the end of its life, the app sends a notification to the device user. The notification includes information about the battery, such as its serial number and replacement date.

Up to 80% of the total cost of mobile computers are incurred after the initial purchase—and a significant portion of those support costs are for replacement batteries.²



A low-cost service option with big benefits

When you add Proactive Battery Replacement Service to your Zebra OneCare™ support plan, devices are covered for just a few cents per day.

Higher mobile computer availability for a higher return on investment (ROI). No more downtime when batteries run out of power during a shift.

No more battery-related lost workforce productivity. Eliminate unreliable, unpredictable battery cycle times and batteries that can no longer power a full shift.

Lower battery costs. If you purchase third party or Zebra batteries individually as needed, this service will save up to 30 percent on the total cost of ownership. How? There are no battery management related costs—Zebra does it all. But when you purchase batteries individually, there are related hard and soft costs—such as shipping, purchasing administration time, IT time spent on battery failure incidents, required larger spares pool due to unknown battery health, slower charge times for third party batteries and more.

Predictable battery costs. There are no more surprise battery costs—battery costs are now predictable, preventing unplanned expenses from impacting your budget.

Lower support costs. IT Technical Support no longer needs to triage battery issues or manage large spares pools. And the Purchasing Department no longer needs to spend time buying spare batteries or issuing purchase orders for a single replacement battery.

One source simplicity with quality only the manufacturer can provide. With one vendor for all your mobile computer support needs, purchasing and managing support plans is easier and less time-consuming. And since nobody knows our mobile computers like we do, you get the most fully-featured, robust managed battery service possible.

Want to prevent unhealthy batteries from reducing workforce productivity and increasing costs? Just add Proactive Battery Management Service to your Zebra OneCare support plan today.

For more information, please visit www.zebra.com/zebraonecare

Each failure related to battery issues can result in up to 50+ minutes of lost worker productivity in mobile work environments.¹

FOOTNOTES

1. Total Cost of Ownership Models for Line of Business Mobile Solutions, VDC Research, 2018 and 2020
2. VDC TCO Enterprise Mobility 2021



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