



Learning as a Service: Video on Device and Know It Now

CLOSING THE GAP BETWEEN DEPLOYMENT AND END USER ADOPTION OF NEW TECHNOLOGY FEATURES, SOLUTIONS AND PROCESSES

There's no question that implementing a new solution helps companies improve productivity, boost efficiency and reduce costs. But as that solution is deployed, it requires employees to learn new features, workflows and processes. Without the proper education and training, employees often struggle to adopt the new technology, which, in turn, can reduce an enterprise's return on investment

Zebra's Video on Device and Know it Now learning services offers help you accelerate end user adoption of new technology applications, processes and features by putting training right at your employees' fingertips. With how-to videos and other easy-to-use, highly effective training developed by our technology experts, these learning services are available on any Zebra Android mobile computing device and provide an easy and effective way to accelerate user adoption, optimize employee competence and performance and maximize your technology ROI. Need to gain analytical insights or monitor user adoption by tracking user history and compliance, then Video on Device can help you do this too.

Zebra offers these two packages as well as customized solutions to meet your organization's specific education and training needs.

Closing the Consumption Gap

A large building supplies distribution organization needed to consolidate 18 brands and 18 ERPs into one to improve business processes. Having experienced poor user adoption with a previous rollout, they were targeting 100% user adoption to achieve ROI. Our custom learning solution, targeted specifically at their needs, enabled them to achieve that ROI quickly by using a layered approach that enabled employees to work with the new technology confidently and competently from day one.

Limited internal training left a healthcare provider struggling with poor user adoption and dissatisfaction. Zebra provided expert training to build employee competence and confidence. As a result of this training user adoption has accelerated and confidence in Zebra reinforced.

A large retailer required training on Zebra's Personal Shopping Solution to educate around 30 employees in local language on new processes and how to best support customers using the new solution. Zebra has been able to use its solution expertise and specialist training capabilities to create custom training. Employees are now well equipped for roll-out in the pilot store and the customer has a training package for ongoing in-house training activities across their full rollout...

VIDEO ON DEVICE (VOD)

EDUCATION ON DEVICE TO ACCELERATE USER ADOPTION



Need an easy way to teach your employees how to scan a barcode or signature, or change the wireless LAN setting on their Zebra devices? Zebra's Video on Device package gives your employees access to all the how-to instruction they need – loaded right on their Zebra devices. Your employees can watch short, easy-to-follow how-to videos that show them exactly how to use critical functionality on their Zebra devices, for the price of a one-time perpetual license per device. Support is included for the first year, with a subscription for year 2 and beyond support available. Custom video content, tailored to a specific customer solution, user roles or employee-specific training needs can be purchased separately.

KNOW IT NOW (KIN)

REAL TIME ASSISTANCE AT THE POINT OF NEED



Zebra's Know It Now service takes training one step further, with bite-size, tailored learning videos mapped to specific points of an application to provide contextual awareness to the user in the moment of need. Alongside the one-time perpetual license per device, an initial fee covers custom development and setup. Support is included for the first year, with a subscription for year 2 and beyond support available.

ZEBRA'S VIDEO ON DEVICE AND KNOW IT NOW LEARNING SERVICES OFFERS DELIVER A BETTER ROI FOR YOUR TECHNOLOGY INVESTMENTS

Zebra has helped companies across the globe unlock greater business value and maximize the return on their technology investments for nearly five decades. For more information on Zebra's Video on Device service, visit www.learning.zebra.com



NA and Corporate Headquarters | +1 800 423 0442 | learningservices@zebra.com

ZEBRA and the stylized Zebra head are trademarks of Zebra Technologies Corp., registered in many jurisdictions worldwide. All other trademarks are the property of their respective owners. ©2019 Zebra Technologies Corp. and/or its affiliates. All rights reserved.