



**ZEBRA**

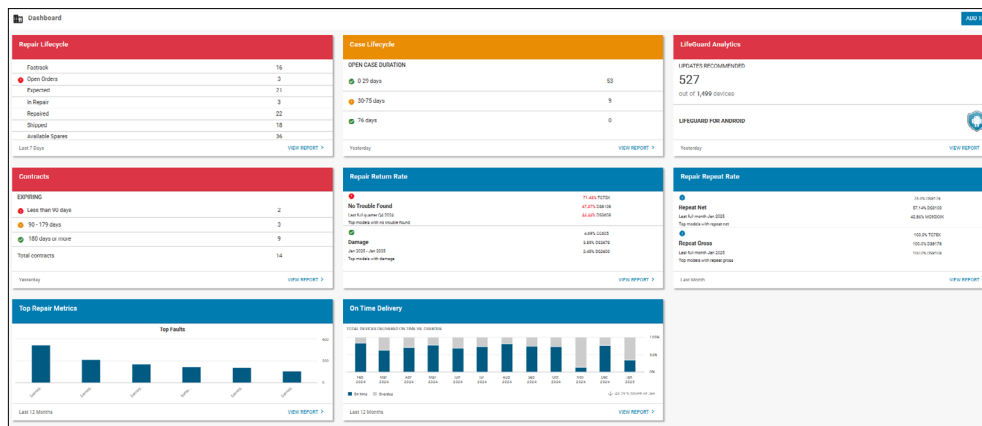
# Zebra VisibilityIQ™ OneCare™

## Data insights for all your devices on Zebra OneCare contracts

Keeping your devices operating at their peak efficiency is key to preventing disruptions to your daily operations. And staying on top of all your devices across multiple locations throughout their individual lifecycles can be a constant challenge. Help desk support tickets get opened to resolve technical questions and for assistance with functional issues, heavily used devices require maintenance and repair services, OS updates are critical to maintain the peak performance and security of your devices. Equally important is ensuring your devices are safely covered by a Zebra OneCare Service contract to seamlessly access these essential services.

## Insights and reassurance included with every OneCare contract

VisibilityIQ OneCare brings together all this data into one convenient dashboard. Easily access the information and insights about your Repairs, Technical Cases, LifeGuard™ for Android™ updates, and Zebra OneCare contracts. View your data daily, weekly, and monthly, including historical information. Receive email alerts when thresholds are crossed. Links to the Repair Portal, Technical Support and Software Downloads make it easy to navigate to other areas of Zebra.



## VisibilityIQ OneCare Benefits

- Repair Lifecycle—track the progress of your contracted devices through the repair process
- Case Lifecycle—track the progress of your contracted help desk tickets
- Contracts—view all your active Zebra OneCare maintenance contracts and covered devices
- LifeGuard Analytics—identify your mobile computer devices that do not have the most current Android security patches
- On Time Delivery—track the timeliness of your repaired devices being shipped back to you
- Repair Return Rate—identify your products with the highest return rates
- Repair Repeat Rate—identify your products with the highest repeat rates
- Top Repair Metrics—view top ten ranking of repairs by Sites, Problems, Faults, Faults On Damaged Units, Repeat Repairs, Repeat Faults

For more information, please visit [zebra.com/zebraonecare](https://zebra.com/zebraonecare)



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