ZEBRA
CAPTURE
YOUR EDGE

Zebra OneCare™ Technical and Software Support (TSS) Maintenance Plan

Standalone Technical and Software Support

You expect your devices to perform for years to run your business and drive your KPIs. Ensure your device's software and support keeps pace, far beyond the standard warranty, even if you don't opt for a repair plan. With Zebra OneCare Technical and Software Support (TSS), you can access Zebra's Technical Support experts, software updates and LifeGuard™ for Android™ security updates and patches for one, three or five years.

Get Support Right from the Source

Who better to support your devices than the same people who built them? Our Zebra-badged, knowledgeable team is ready to offer the technical expertise you need to gain swift resolution. With Zebra OneCare TSS you also get defined services levels, our commitment to rapid resolution and access to our cloud-based VisibilityIQ™ OneCare™ dashboard* to gain insight into your contracts, support cases and LifeGuard Analytics reports . And, since our experts speak 17 languages, we can provide support in your local language in practically every corner of the world.

Reduce Operational Risk and Keep Devices Performing at Their Peak

Avoid unpleasant and costly surprises with Zebra OneCare TSS. It's as easy as 1, 2, 3:

1. Leverage our specialized technical support professionals to help you troubleshoot your software issues – including Zebra software and Zebra-provided third-party applications

2. Easily install Zebra-validated device firmware, software and LifeGuard for Android security updates, avoiding the costly downtime and possible security breaches outdated software can cause

3. Experience cloud-based insight into support cases, contracts, LifeGuard Analytics reports and more with VisibilityIQ OneCare*

Keep Your Devices Optimized and Operational

So They're Ready for the Work at Hand

Ensure Security Throughout Your Device Lifecycle

Extend the life of your Zebra rugged Android™-based devices well beyond the typical three years of security support Google offers. Ensure your devices have ongoing, continual security support for the version of Android running in your organization and prevent costly security risks with LifeGuard for Android, the industry's first extended security solution. Keep your data protected and your business running smoothly – only available from Zebra.

Keep Your Device Software and Firmware Up to Date

In addition to LifeGuard for Android OS, the base software package that ships with your Zebra device is also updated regularly. With Zebra OneCare TSS, you have access to these key software value adds and technical support of the applications.

Unburden Your IT Staff

Because our technical staff is part of the team that designs and builds the devices, Zebra's technical and support professionals fully understand the settings and functionality of all of your Zebra mobile computers, barcode scanners, printers and software. We know that changes made to key components of your technical operations may affect the way your Zebra devices are working today and tomorrow. Take the burden off your IT department with our expert support to keep your hardware and software running smoothly – leaving you free to focus on your operational outcomes.

Zebra OneCare TSS Features At-a-Glance	
Contract Length	1, 3 or 5 years
Priority Live Agent Access to Technical Support	M-F, local business hours
LifeGuard for Android Security Updates and Patches	●
Device System Software and Application Updates	●
VisibilityIQ OneCare	●

*Available on Zebra mobile computers and scanners

Ensure your devices are updated and secure with Zebra OneCare TSS
www.zebra.com/zebraonecare

ZEBRA

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