

Feature At-A-Glance Matrix

Zebra's *OneCare*™ Visibility Services offer customers important insights into the health, usage and performance of their Zebra mobile computers and printers. The Zebra *OneCare* services portfolio goes beyond traditional support and repair services with additional options that provide customers with the advanced operational visibility and predictability required to maximize the performance of their critical assets.

The matrix below illustrates visibility-specific features at-a-glance to help you determine which solution is the best fit to fill your customer's needs.

Feature	Support Portal feature included in Zebra OneCare™ Essential & Zebra OneCare™ Select Enterprise	Asset Visibility Service (AVS)	Operational Visibility Service (OVS) Connect		Operational Visibility Service (OVS)
			SOTI	AirWatch or MobileIron	
Visibility Dashboard	●	●	●	●	●
Web Browser Access	●	●	●	●	●
Eligible Zebra Devices	Zebra Mobile Computers & Scanners	Zebra Mobile Computers & Printers ¹	Zebra Mobile Computers & Printers ²	Zebra Mobile Computers	Zebra Mobile Computers & Printers ²
Visibility to 3rd party Devices			● ³		● ³
Repair Reports	Detailed Repair Reports ⁴	High-Level Repair Data Only ⁵	Detailed Repair Reports ⁴	Detailed Repair Reports ⁴	Detailed Repair Reports ⁴
Part Number/SKU for ease of ordering ⁶	Included with Zebra OneCare Contract SKU	●	●	●	●
Predictive Analytics		●	●	●	●
Onboarding Process	Zebra Program-Managed Onboarding	Customer Self-Onboarding	Zebra Program-Managed Onboarding	Zebra Program-Managed Onboarding	Zebra Program-Managed Onboarding
Mobile Device Management (MDM) Software Included	No MDM Required	No MDM Required	Customer-owned and Supported MDM	Customer-owned and Supported MDM	SOTI MobiControl included
Access to SOTI Learning Academy					●
Connector Software Requirement			●	●	

Zebra Visibility Services

FEATURE AT-A-GLANCE MATRIX



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			SOTI	AirWatch or MobileIron	
Customized Thresholds	•		•	•	•
Co-Branded Dashboard	•		•	•	•
Date Range Enabled	•		•	•	•
Smart Battery Health Status		•			

¹ Network-capable Link-OS 4.0+ Zebra Printers

² Network-capable Link-OS Zebra Printers

³ Check device availability via OVS and OVS Connect Service Description Documents (SDDs)

⁴ Repair Return Rate, On Time Delivery, Repeat Repair Rate, Repair Lifecycle Report, Repair Analytics, Unexpected (no RMA) Device & Open Repair Match, Case Lifecycle

⁵ Devices in Zebra repair depot and high-level repair history info

⁶ OVS = 75 minimum qty devices; OVS Connect = 75 minimum qty devices



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