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## Zebra Device Commissioning Services

Maximize uptime and reduce operational complexity with ready-to-go devices right out of the box

What is on your Zebra device matters. Your applications, custom software, operating system (OS) and more, provide the lifeblood that enables your devices to run your business. Without them, your Zebra devices are less productive and may not be completely ready for use. Every day you are without your fully operational primary devices, your business is negatively impacted.

That is why Zebra offers Device Commissioning Services<sup>1</sup> – to ensure your Zebra devices are reloaded at the Zebra Repair Depot with your specific business applications, software, settings, OS and LifeGuard™ for Android™ for Zebra Android mobile computers and more, allowing your devices to continue to increase productivity in your operational environment.

### Ensure Your Primary Devices Will be Ready-to-Go Right Out of the Box

When Zebra devices are sent in for repair, Zebra's Repair Depot wipes them clean of all customer data to safeguard your security; however, if a Device Commissioning Service is not part of your support contract, your repaired devices are sent back with only the latest versions of OS and LifeGuard. Your devices will not be preloaded and ready-to-go with your customer-specific business applications, software and settings, or correct OS version or LifeGuard, should you require a version other than the latest OS or LifeGuard update available.

If you have a Zebra OneCare™ Select service contract, you can rest assured that the replacement device shipped will be loaded and configured to your requirements and be ready-to-go right out of the box.<sup>1</sup> If your Zebra OneCare Essential or Zebra OneCare SV support contracts do not include a Device Commissioning Service enhancement, repaired devices will be returned with only the latest versions of OS and LifeGuard for Android.

### Zebra Device Commissioning Services Help You

- Increase Device Productivity
- Lower Operational Costs
- Reduce Overall Repair-Cycle Time

In other words, without Zebra Device Commissioning Services, the configurations that allow your Zebra devices to perform their critical functions within your specific operational environment will have to be re-loaded and re-configured by your IT department or by a third-party. Self-commissioning incurs significant time and costs, while also increasing downtimes of primary devices with negative impacts upon productivity.

### Access a One-Stop Shop for Device Commissioning

Zebra Device Commissioning Services offer a one-stop shop for Zebra device commissioning. Your devices will be returned ready to be put back to work immediately, without adding any delay to the Zebra service commitment. Zebra will set up your devices using your specifications<sup>2</sup> with your provided applications, settings, preferred OS and LifeGuard versions, and even your provided accessories and more.<sup>3</sup>

### Get Devices Back in Operation Faster for Worry-Free Business Continuity

Zebra Device Commissioning Services improve the overall Zebra repair loop time from failure to operational readiness for a worry-free process end-to-end. Instead of allocating time and budget for in-house or third-party IT teams to track, manage and reload Zebra devices after every repair, let Zebra take care of reloading your devices, so you can focus on your core business. And the Zebra VisibilityIQ™ OneCare™<sup>4</sup> cloud-based visibility tool allows you to track repair progress and gain insight into the complete repair loop. When commissioning is carried out elsewhere, repair loop visibility can be lost.

## Zebra Device Commissioning Services: Standard and Advanced

In order to provide a solution that supports the complexity of modern day commissioning requirements, Zebra has created two levels of device commissioning services - Standard and Advanced.

Zebra Device Commissioning Services require a Zebra OneCare Support Service contract.

- **Zebra OneCare Select:** Standard Commissioning Service is included with your service contract. Advanced Commissioning is available as an extensible enhancement.
- **Zebra OneCare Essential and Zebra OneCare SV:** Zebra Device Commissioning Services are available as an extensible enhancement.

### Standard Commissioning Service

**Standard Commissioning Service**<sup>5</sup> ensures that when you receive your Zebra devices from the Zebra Repair Depot—whether through advanced device replacement or repair—you can open the box, power up the devices and put that device back into operation immediately. The customer determines which features are needed.

**Application loading:** Zebra loads customer-specified versions of the OS and LifeGuard, and customer owned or licensed software and applications. Customer must send the software and application files and licensing information directly to Zebra.<sup>2</sup>

**Configuration management:** Zebra loads and tests customer-specific configuration information, such as SSID, passwords and screen timeouts.<sup>6</sup>

**Physical commissioning:** Zebra applies any accessories provided by the customer, accessories that are not covered by their Zebra OneCare service contract, customer-provided pre-printed labels, customer-supplied SIM cards or SD cards (insertion only).<sup>7</sup>

Note: Standard Commissioning is available for Zebra mobile computers, scanners and printers.

### Advanced Commissioning Service

**Advanced Commissioning Service**<sup>8</sup> offers three different commissioning selections for your operational needs.

**Enterprise Mobility Management (EMM) and Mobile Device Management (MDM):** Zebra can leverage your EMM/MDM to commission your devices at the Repair Depot so that upon receipt, devices are not only configured and ready-to-go, but also set up within your EMM/MDM system in the correct user group with the correct profiles and attributes for operational management.

**Advanced physical commissioning:** Zebra will pair repaired or replacement devices with customer-provided third-party accessories at the Repair Depot, and can provide customer-provided asset tags, helping to contain devices or site-specific information such as site name and address, device serial number or IMEI number and asset number.

**SIM cards with cellular carrier:** Zebra will enable SIM cards with your cellular carrier.<sup>9</sup>

Note: Advanced Commissioning is available for Zebra mobile computers.



## Zebra Device Commissioning Services Customer Use Case

### Ready-To-Go Devices For a Busy Retailer

A national retailer leveraging Zebra Android mobile computers with Zebra OneCare Essential support services wanted to ensure their repaired or replaced Zebra devices were ready-to-go right out of the box to enable optimized productivity at their individual retail locations throughout the country.

The retailer centralized its Zebra repair requests, but they found that each time a repaired device was received, they needed to expend additional resources on reloading devices with specific software, applications, settings and previous levels of OS and LifeGuard versions. After reloading, they needed to ship each device to individual retail locations. These inefficiencies increased the total repair loop time and also meant more local “hot swap” devices were needed in order to maintain business continuity. Additionally, they had to implement processes for tracking the devices throughout their self-commissioning operation.

After the customer added Zebra’s Standard Commissioning service to their Zebra OneCare Essential contract, they were able to have each Zebra device repaired and reloaded with all of their specific applications, appropriate OS and LifeGuard versions, settings and configurations, with every device sent directly from Zebra’s Repair Depot to specific retail locations. Using Zebra’s VisibilityIQ OneCare cloud-based tool, they were able to monitor the devices throughout the repair loop. As a result, they no longer needed a centralized team to reload Zebra devices; their operational costs for spare devices were reduced; and their primary devices were back in their worker’s hands faster. The ease and efficiency of the commissioning service allowed the retailer to increase the productivity of their devices and focus more on core business needs.

1. Zebra Commissioning Services are a for-fee service. Standard Commissioning is included with the purchase of a Zebra OneCare Select service contract. Advanced Commissioning is a purchasable enhancement. Both Standard and Advanced Commissioning Services are available as purchasable enhancements to a Zebra OneCare Essential service contract.
2. Your specific customer specifications are defined during the customer onboarding process. Customer-provided requests for Zebra Device Commissioning Service elements are enabled through a Zebra service contract.
3. Zebra Device Commissioning Services will not alter your Zebra OneCare service contract; for instance, device turnaround times will be the same even with a Zebra Device Commissioning Service added.
4. Included with Zebra OneCare support service contracts for Zebra mobile computers and scanners.
5. Minimum order quantity of 20 devices on contract.
6. Two (2) changes to the configuration profile per contract year are included; however, change requests to device OS or LifeGuard level can be requested at any time.
7. For details, consult the Zebra Accessories Matrix.
8. Minimum order quantity of 250 devices on contract.
9. Some restrictions apply due to carrier and country restrictions. Please check with your carrier that Zebra will be able to register SIM cards on your behalf. Country restrictions apply. Please contact your Zebra Sales Representative or Partner.

To learn more about Zebra’s Device Commissioning Services,  
please visit [www.zebra.com/zebraonecare](http://www.zebra.com/zebraonecare)



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