

IBM solutions for Zebra products

Highlights

- Provides support solutions for printers, mobile computers and more
- Implements comprehensive applications across industries
- Uses IBM support for a single point of contact for all Zebra products

End-to-end support solutions for Zebra products

By combining IBM support services with advanced, purpose-built technologies from Zebra, you get customized, comprehensive support solutions across a wide range of industries. Zebra products connect people, assets and data. Its intelligent mobile computers, multitasking tablets, fast and accurate scanners, and steadfast printers integrate easily, pair instantly and talk freely to one another—making management, use and sharing of critical information more effective and impactful.

What makes Zebra's edge-to-edge portfolio different? Taken separately, each device is a powerful tool. But combine them with other Zebra solutions and the productivity and efficiency gains help make your business virtually unstoppable. Zebra's comprehensive end-to-end enterprise product portfolio delivers the performance edge your organization requires.

IBM offers an unparalleled, one-stop shop of flexible support-level and service options globally. And they can be customized to meet your specific needs. Whether you need support for only Zebra devices or you have a more complex multivendor environment, IBM can provide support across your entire enterprise.

IBM innovation

IBM has an innovative approach to support that incorporates tools, including IBM Watson technology, augmented reality, as well as predictive maintenance and automated chat bots for around-the-clock availability and support. These tools include:

- **Augmented reality assist tool.** Use augmented reality techniques to help simplify complex repairs and reduce problem resolution times, escalations, onsite repairs and overall support costs.
- **IBM Virtual Assistant for Technical Support.** Based on IBM Watson technology, this tool enables support personnel to find answers the first time—reducing call duration, time to resolution, downtime, onsite service calls and staffing.
- **IBM Predictive Maintenance.** Transform support into an intelligent, data-driven model that proactively addresses device issues, minimizing downtime and extending product lifecycles.

Professional services

Professional services are designed to assess, plan and deploy next-generation support solutions using the latest technology.

The only constant with technology is that it's constantly evolving. How can you keep your organization current while also preparing for the inevitable changes ahead? Zebra and IBM are ready to help assess current technology and plan, design and deploy what's needed to prepare for current and next-generation solutions, including:

- **Mobile computing services** offer a mobile configuration design workshop to identify device requirements, device staging, system audit and troubleshooting for existing device estates.
- **Mobile device management** provides the setup of a mobile device services platform or solution for remote device management, software upgrades and monitoring.
- **RFID** services offer site surveys, fixed reader deployments and mobile computing, including staging, and RFID technical assistance to assess and troubleshoot existing systems.
- **Other services**, including project management and customer solution workshops.

Ongoing support

When the technology your business relies on isn't functioning properly, it can mean financial and productivity losses. Quick problem identification and resolution is essential.

Improve resiliency with faster problem resolution

With direct access to its support engineers, IBM provides 24x7 access to remote technical support for Zebra products to help accelerate problem identification and resolution. Onsite technician support is available when needed. Flexible service levels allow you to choose depot support and advanced exchange, which can be combined with other feature-rich coverage options. Services can also include inventory management assistance for onsite stocking.



Manage support cost and risk

IBM offers competitive prices for its customized technical support services. Designed to mitigate risks associated with downtime, these services help increase your system uptime and reduce costs. By providing a more robust approach, IBM improves the availability of enterprise asset technology through faster problem resolution, helping to ease support burdens on you or your staff.

Why IBM?

IBM offers a virtually unparalleled global, one-stop shop of flexible support-level and service options that can be customized to meet your specific needs, whether you need basic managed maintenance support services or more complex multivendor support across multiple manufacturers, including Zebra hardware—and beyond—for cross-enterprise support.

- IBM offers a single support contact number that provides around-the-clock, dedicated support for multivendor environments.
- IBM branded maintenance is designed to provide peace of mind, increased availability and competitive pricing.
- IBM Technology Support Services (TSS) support uses highly trained, remote support specialists and manages the replacement of damaged devices as needed.
- IBM provides a single point of contact and accountability for your Zebra enterprise technology solutions, including consultation, procurement, implementation and ongoing maintenance.
- IBM has more than 30 years of experience in providing support and maintenance for complex, multivendor environments, as well as lifecycle-based solutions.

For more information

To learn more about the IBM Services support solutions for Zebra products, please contact your IBM representative or see the following website:

ibm.com/services/technology-support/zebra.

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition. For more information, visit: ibm.com/financing

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