



Operational Visibility Service Connect

(OVS Connect)

FAQ's

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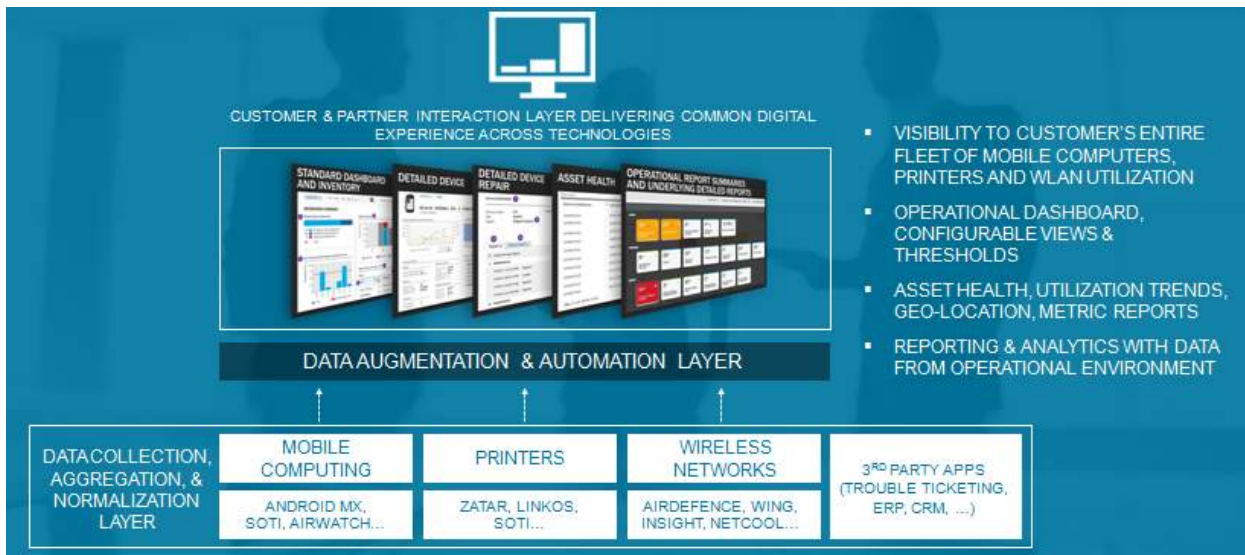
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Introducing the new Operational Visibility Service Connect

We are pleased to offer the Zebra Operational Visibility Service Connect (OVS Connect). OVS Connect enables data visualisation and analytical insight into device utilization and performance in the operational environment by connecting customer's MDM tool into Zebra's Savanna Platform*. OVS Connect is delivered using the Zebra Savanna Platform, Service portal (OVS portal) and various data connections into Zebra. One of the data connection includes data from the customer owned MDM platform which can either be on premise or in a compatible Cloud.

* More details on Savanna can be found [here](#)

The graphic below illustrates our Savanna Platform and how the platform integrates the data from the device environment.



As our customers deploy mobile technology, they will need services from Zebra and our Partners to support them through the life cycle of the solution. Together, Zebra and our Partners, we help our customers PLAN by designing a strategy for the adoption of wireless, mobile, print and scanning technologies. We help IMPLEMENT new networks, devices, and applications. We pilot, stage, and deploy. We provide training for users to embrace our technology. We help our customers RUN their solutions through our world class technical support, repair operations and online Visibility Services. Through enhanced data visualisation and analytics, OVS Connect is intended to help reduce downtime, improve value and productivity, and protect our customer's investment in technology.

SERVICE SCOPE

Question: What is the included in the Operational Visibility Service Connect?

Answer: OVS includes access to the OVS portal; operational dashboard, device metrics, service reporting and analytics. Includes software to connect the customer owned MDM tool for data gathering, which is used for reporting.

Full details of OVS Connect elements including Zebra provided initial configuration and Service Desk within OVS Connect please refer to the Service Description Document (SDD, available in Partner Central).

Question: Does OVS meet GDPR requirement?

Answer: Yes, OVS meets the GDPR requirement as of May 31st, 2018

Question: Can you provide an overview of the operational reports in this service offer?

The following table shows the list of available OVS reports. These OVS reports are applicable to OVS Connect with SOTI. OVS Connect with Airwatch or MobileIron may have some limitations. The OVS Connect platform is cloud based and the service includes training and technical support.

	Visibility Report Set	Essential Visibility	Select Visibility	Essential with OVS	Select with OVS	OVS Non-Zebra Devices	Premier Visibility
Dashboards	Essential Dashboard						
	Select Dashboard						
	OVS Dashboard						
	Premier Dashboard						
Dashboard Elements	NTF (No Trouble Found) Graph						
	Core Deployment Graph (Optional Service)						
	Seasonal Recovery						
	Case Queue Graph						
	Due Back for Repair Graph						
	OneCare Advanced Exchanges						
	Compelling Events						
	Operational Status by Device / Sites						
Support Reports	Repair Queue						
	Repair Resolutions						
	Case Queue	Coming Soon		Coming Soon			
	Case Resolutions	Coming Soon		Coming Soon			
	Advanced Exchange Resolutions						
	Service Desk Calls						

	Visibility Report Set	Essential Visibility	Select Visibility	Essential with OVS	Select with OVS	OVS Non-Zebra Devices	Premier Visibility
Deployment	Core Deployment (Optional Service)						
Operations Reports	Total Devices						
	Active Devices						
	Newly Activated Devices						
	Out of Contact Devices						
	Seasonal Devices (Optional Report)						
	Device Critical Battery Events						
	Device Battery Discharge Rate						
	Device Battery Level						
	Labels Printed						
	Printer Battery Level						
	Printer Critical Battery Events						
	Printer Odometer						
	Device Reboots - SOTI Only						
	Device Scans - SOTI Only						
	Physical Memory						
	Storage Memory						
	Unused Devices						
WLAN Signal							
WWAN GPS Locations							
WWAN Call Time							
WWAN Signal							
Device Specific	Managed Individual Device Summary						

	Visibility Report Set	Essential Visibility	Select Visibility	Essential with OVS	Select with OVS	OVS Non-Zebra Devices	Premier Visibility
Admin Settings	Report Settings						
	Site Assignments						
	Set Goals: Due Back Time (Days)						
	Set Goals: Available Spares to Set Goals Allotted Spares ratio						
	Set Goals: No Trouble Found to Repair Resolution Ratio						
User Settings	Set Format						
	Set Dashboard						
	Set Language						
	Select Sites/Device Models						
General Functions	Export Feature						
	Date Picker						

Question: Can you provide more details on the reports?

Answer: The table below shows reports with SOTI MobiControl, AirWatch or MobileIron

Report	Report Description
Out of Contact Devices	The 3-Table report will show the count & percentage of devices by Site, Device Model and Individual Device which are out of contact for the specified date range. Out of Contact = not communicating with the MDM tool
Active Devices	The 3-Table report will show the count & percentage of devices by Site, Device Model and Individual Device which are currently active for the specified date range. Active = communicating with the MDM Tool
Newly Activated Devices	This 3-Table report shows any new devices deployed into the Operational Environment for the first time during the specified Date Range by Site, Device Model and Individual Device.
Device Inventory	This 3-Table report shows the overall number of devices in the customer's operational environment by Site, Device Model and Individual Device for a specified date range.
Unutilized Devices	This 3-Table report show count and percentage of devices that are considered "Unutilized". A customer can select from 10 different settings to define what unutilized means.
Physical Memory	This 3-Table report will show Average Physical Memory Utilization of devices by Site, Device Model and Individual Device for the specified date range. Physical Memory is the total RAM.
Storage Memory	This 3-Table report will show Average Storage Memory Utilization of devices by Site, Device Model and Individual Device for the specified date range. Storage memory is for saving files and program data.
WWAN GPS Location	This report is an interactive map that displays the last know GPS location of devices. As you zoom in and out devices can be displayed in groups (indicated by a number) or by individual device (indicated by a pin point).
WWAN Signal**	There are three report options here depending on MDM tool used. For SOTI - You will see a Signal Quality graph with highest, lowest and average signal captured during the reporting period, followed by an interactive map with signal strength indicators plotted on a map.
WLAN Signal	There are 3 graphs in this report. The first shows Signal Strength by displaying the highest, lowest and average signal strength in dB of all devices over the specified date range. "Poor" quality is between -100 and -85dBm, "Good" quality between -85 and -60dBm, and "Excellent" between -60 and -40dBm. The 2nd graph shows Average Signal Quality in % based on high, low and average. The 3rd graph shows number of

	Signal Errors ranging from high to low to average based on the specified reporting date range.
Trend Analysis	Visual Trend - top and bottom performing sites for memory, battery events and cases. Available only Memory, Battery and Case Reports
Critical Battery Events	This 3-Table report provides the count and percentage of active devices which have reported at least one critical battery event (when battery level falls below 30%) by Site, Device Model & Individual Device for the specified date range.
Device Battery Discharge Rate	This 3-Table report shows the average battery discharge rate by Site, Device Model & Individual Device for the specified date range.
Device Battery Level	This 3-Table report the average battery level reported by Site, Device Model & Individual Device for the specified date range.
Printed Labels**	This report shows the number of labels printed by site, printer model and individual printer over a given date range
Printer Battery Level**	This report shows the average battery level reported by mobile printers over a given date range.
Printer Critical Battery Events**	This report show the number of critical battery events (below 30%) reported by mobile printers at the company level, the site level, the printer model level and by each individual printer over a given date range.
Printer Odometer**	This report shows the inches printed on the printer odometer by site, printer model and individual printer over a given date range
Repair Queues	This report shows all information regarding repair logistics for Open RMA tickets: All devices In Repair, Due Back & Total RMAs. With Essential Customers' they see Shipped Repaired and Select Customers see Shipped Replacements. Data is shown in graphical format and a detailed table view tied to a specified date range.
Case Queue	This report provides information on all open Technical & non-Technical Cases
Repair Resolutions	This report shows all information regarding repair logistics for Closed RMA tickets: All devices In Repair, Due Back & Total RMAs. With Essential Customers' they see Shipped Repaired and Select Customers see Shipped Replacements.
Case Resolutions	This report shows all closed cases within the specified date range.
Advanced Exchange Resolutions	Closed Advanced Exchange tickets

**** Not available for OVS Connect with Airwatch or Mobile Iron**

Note: Reports availability using Airwatch or Mobile Iron may be limited due to the data availability from Airwatch or Mobile Iron MDM. However, all the case and repair reports listed above are available. Printer case and repair reports are not available in all regions.

Question: What devices are supported by OVS Connect?

Answer: OVS Connect supports all Zebra enterprise mobile devices – Windows Mobile/CE and Android. The platform also supports third party Windows mobile ruggedized devices, Android and iOS devices that are supported by the respective MDM. The level of visibility may vary for non-Zebra devices based on data availability.

OVS Connect (for SOTI only) also provides visibility on some networked Link-OS Zebra printers by providing four (4) kinds of reports.

Please note there is No printer visibility available for either OVS Connect with Airwatch or Mobile Iron at this time. Zebra is investing in our core products to with the goal of achieving superior support capabilities, using industry-best solutions for enterprise devices, and is extending to consumer devices as well. We are adding new devices to the list of supported devices so please check with your Zebra account manager if you want to find support for any specific device model.

Question: What optional services can Zebra provide with OVS Connect and how can I order them?

Answer: Zebra can provide a number of optional services depending on the Partner's need. Examples of the services include; Gold image creation and management, Device staging and deployment, Advanced Technical Helpdesk. Optional services are either SKU or Statement of Work (SOW) based, depending on the service ordered. The SKUs for optional services are available on partner central.

Question: Which optional services are SKU based?

Answer: SKU based optional services are available for the following services:

- OVS Planning Workshop;
- OVS Enablement Training;
- OVS Support Service in EMEA only.

See the Operational Consultancy and Support Service Description Document (SDD) for details.

Question: Are optional services necessary when ordering OVS Connect?

Answer: No. Service options are designed to complement Partner readiness, implementation and best practice where and if required.

Question: Are travel and expense costs included in the optional services list price?

Answer: No. Optional Services are applicable to support OVS Connect Partner engagements across the EMEA region. Where required, travel and expenses will be quoted separately. Please contact your Service representative for details.

Question: What is the Check List referred to in the optional services description?

Answer: Partner is required to complete a standard Professional Services Check List provided by Zebra's Professional Services team prior to scheduling the onsite services. This will enable Zebra to understand the nature of the

Customer's IT environment and to obtain required information (where applicable) to complete preparations prior to performing the service(s).

Question: What is the difference between Savanna, OVS and OVS Connect?

Answer: Savanna Platform is a Zebra technology and business platform that enables and provides capabilities to deliver a number of services - OVS and OVS Connect are two such services.

OVS includes cloud based SOTI MDM MobiControl software

In OVS Connect – Customer will provide the MDM and the associated MDM support and Zebra will provide a software to collect the data for reporting. It will also provide connection to Savanna. Currently following MDM are supported in OVS Connect

- SOTI MobiControl
- Airwatch
- Mobile Iron

Question: What is the difference between OVS Connect for SOTI MobiControl (previously launched) or Airwatch and newly launched OVS Connect for MobileIron?

Answer: OVS Connect is to enable OVS reporting for customers having on premise MDM installation.

OVS Connect was originally targeted to SOTI MDM to extract static and historical data of the devices from SOTI databases and uploaded to Savanna platform for processing and then generating OVS reporting.

Unlike SOTI MDM, most of other MDM tools in the market, e.g. Airwatch, Mobile Iron do not enable historical data collection of device metrics to support full OVS reports. Thus, to enable OVS reporting for these MDM tools, Zebra takes a new approach by combining the data collected from customer-hosted MDM tool, and also from the 'B2M' agent pre-installed on most of Zebra new mobile computer devices to provide full OVS reporting.

This can be applied to any MDM, thus enabling Zebra to provide OVS reporting for their customers who use non-SOTI MDM tools.

Please note for mobile computer devices without the B2M agent installed and printers with non-SOTI MDMs, the OVS reporting is limited.

Question: What is the B2M agent for mobile computers?

Answer: The B2M agent is a mobile application for Android or Windows devices provided by Zebra and installed on these devices to transmit device data to generate OVS reporting. Internet connection is needed for the transmission of device data.

Question: Is the B2M agent available on new mobile computers only? What about existing mobile computers in the field?

Answer: The new Android mobile computers coming from the factory after August 2015 should have the B2M agent pre-installed. The pre-installation of agent on Windows devices started since April 2016.

For those existing devices without the agent installed, it is the customer's responsibility to install the agent to those devices. Zebra will provide the agent software at no cost for customers to install. Link of agent file and installation guide will be provided via the following link:

<https://zebra.box.com/v/Z-Agent>

Note: The B2M agent is called Z-Agent in the above link.

Question: Can a partner configure the operation dashboard?

Answer: Yes, many aspects of the OVS portal and thresholds are fully configurable by the Partner. Additionally, the Partner can choose which reports the end customer can see.

Question: Which Region and/or countries is the OVS Connect product available and when?

Answer: OVS connect (for SOTI MobiControl) was launched as a SKU'd Service Product globally on 23 March 2016. OVS Connect for Airwatch was launched globally on 31 March 2017. OVS Connect for Mobile Iron was launched globally on 31 March 2018.

Question: Is there a minimum number of devices required to purchase OVS?

Answer: Yes, per end customer there is a minimum quantity of 75 devices.

Question. I've already invested in Managed Services to deliver to customers. Why is Zebra creating more competition for me with OVS Connect?

Answer: OVS Connect is a unique service that is not intended to compete with Partners managed service offering. On the contrary, Zebra has developed OVS Connect to work with and enhance a partners' value proposition to their customers by bringing additional visibility. OVS Connect is designed to leverage a partner's existing Managed Service investment (including MDM) and capability. By enhancing these capabilities with new tools and expertise, a partner can expand on their existing account relationships with end customers.

As an optional feature, Zebra allows partners to eBond their own backend data with Zebra's Savanna Platform so the customers receive complete end to end visibility.

With introduction of simple SKU'ed OVS Connect service, available training and tools, partners can focus on delivering differentiated managed service without upfront R&D investment and costly platform technologies.

Question: I have a large, multi-national end customer that utilizes multiple Partners and wants one complete global view. Can OVS portal do that?

Answer: Extensive engineering within the OVS Portal will allow for a customer to have a global view of their environment. However, from a Partner perspective, the OVS Portal will only allow for the Partner to see the data and information on the devices they procured for the customer.

ASSETS

Question: I understand that OVS Connect can include Zebra printers. Is this a separate service or all part of one Operational Visibility Service? What if my customer has both? What if they only have Printers? Is there a difference in price for printers only?

Answer: OVS Connect for SOTI supports both mobile computing as well as specific Zebra Link OS, network capable printer models as long as Customer owned SOTI can support these devices. OVS Connect for Airwatch and Mobile Iron will not support any printers at this time.

The OVS Connect list price is the same for mobile computers and printers. However, printer setup SKU will need to be ordered.

Question: My customer has non-Zebra mobile computing devices. Can they be included in the Operational Visibility Service?

Answer: Yes, if supported by the MDM platform (presently SOTI, Airwatch or Mobile Iron) and there are other Zebra devices included under a support contract. However, the reports are based on the data availability.

Question: When will other assets such as Point of Sale systems be available for tracking in the Operational Visibility? What about data capture / scanner devices?

Answer: The goal of OVS Connect is to provide our partners a platform for a visibility service that enables the partner to utilize the data from all makes and models of devices. The platform will be constantly enhanced to provide visibility to additional assets as long as the data is available for MDM. The power of the platform is in having access to data, data visualisation and analytics. Data availability is minimized (no repair and service desk) for non-Zebra devices, therefore value is maximized for Zebra products.

Question: Are there elements of the OVS Connect platform that would not be available for non-Zebra products?

Answer: With some device types and OS, there may be a reduction in the data available to be captured. Consumer devices tend to have less data for MDM tools to capture. Additionally, in order for the portal to capture repair data for non-Zebra devices, partner system integration would be required.

Question: Is there a limited number of users that are provided access to the Operational Visibility Service portal that is standard with the service?

Answer: There is a limitation on the number of users that can have access to the OVS Connect portal, depending on the number of devices.

MDM Tool

Question: Can any MDM Client be used to feed into OVS connect?

Answer: At this time, our solution architecture for the Operational Visibility Service (OVS) utilizes SOTI MobiControl v12 or later, Airwatch or MobileIron. Support for other MDM tools is planned for future releases. Customers must have the necessary support agreement with MDM vendor.

Please note that, for customers who have non-SOTI MDM tool, e.g. Airwatch, MobileIron OVS Connect is enhanced to extract data from both customer-hosted MDM tool and also the B2M agent, which is pre-installed on most of Zebra's new mobile computers to collect and send device metrics data, to enable the collection of full set of device metrics to support full OVS reports.

Question: What network related questions should I ask in a technical meeting with the customer?

Answer: As the MDM tool is assumed to already be in place for OVS-Connect, it is assumed that devices can reach the SOTI MobiControl, Airwatch or Mobile Iron server to exchange data, download new software, etc. For on premise SOTI solutions, the customer must allow Zebra to connect to its cloud storage over HTTPS/443 in order to transfer data collected from the SOTI database to Zebra's Savanna.

Question: Which network ports needs to be open to allow devices to communicate to the SOTI MobiControl?

Answer: As the MDM is already assumed to be deployed in OVS Connect, it is assumed that ports have been opened as required by MDM.

SUPPORT CONTRACT

Question: Are there any special considerations to bring a current customer with a Select/Essential contract that is up for renewal onto OVS Connect?

Answer: For all Select / Essential contracts, OVS Connect can be added to them as an additional service. If the support contract is not yet due for renewal, OVS can still be ordered as long as the Zebra devices are covered under a Zebra support contract.

PRICE

Question: Where can I find the prices for OVS Connect?

Answer: All SKU's and List prices for OVS Connect are available in Solution Builder and Partner Gateway.

ORDERING

Question: Can all Partners sell OVS Connect?

Answer. Yes, any Zebra Tier 1 or Tier 2 partners and distributors can sell OVS Connect. It is available for all Partners, with SKUs in place. Please discuss your needs with Zebra services sales team.

Question: What additional services can be deployed with OVS Connect?

Answer: OVS Connect delivers a platform for Partners to attach additional service elements in providing a managed service to their customers, combining capabilities from Zebra along with their own services and offerings. Zebra can provide a number of optional services depending on the Partner's need. The services include:

- Gold image creation and management,
- Device staging and deployment,
- Advanced Technical Helpdesk.

Each of these services will be either SKU or Statement of Work (SOW) based.

Question: What is the ordering process for the Operational Visibility Service Connect (OVS Connect)? Does the customer pay three years up front or by month or quarter?

Answer: The OVS Connect can be ordered via dedicated SKU's available on Partner Central. OVS Connect allows for either paying for the full term upfront or on a pre-paid annual term (surcharge may apply). In addition to standard SKU, an set up SKU may be necessary, if onsite installation is required. Set up SKU is not needed for remote installation. All Zebra devices must be covered under a Zebra support contract in order to order OVS for those devices.

Question: As a reseller partner, does my customer pay Zebra direct or do they pay me and I pay Zebra?

Answer: As our Partner, you will pay Zebra direct. It will be at your prerogative to add any additional services you may perform to fulfil your customer's needs.

Question: What if my customer has less than 75 devices to start?

Answer: OVS Connect is designed for 75 devices and above.

Question: Should a partner purchase additional OVS Connect licenses above the number of devices the customer wants to put under OVS Connect?

Answer: The partner should consider how they are managing their customers' spare pool devices and any test devices they may be supporting.

Question: If it takes us 3-4 weeks to on-board and delivers a customer their environment, when does billing start?

Answer: The service initiation invoice is sent up on the receipt of the purchase order. However, rest of the billing starts after the OVS Connector software installation and test is complete and the on-boarding to the Savanna is completed, which is around 4 weeks from the date of receipt of information for on-boarding form and Network information form. The information to install the Connector software and on board on to Savanna should be sent within a week of purchase order. A PM coordinator will be in touch with customer for planning software installation.

Question: If a customer purchases Zebra OneCare and OVS Connect together, how do we handle the start date and end dates if we don't provide OVS for 3 weeks during on-boarding?

Answer: The OVS Connect service can co-terminate with the Zebra OneCare offering or Zebra OneCare can go beyond the OVS Connect service.

IMPLEMENT

Question: We understand there is a defined, SKU'd price for the visibility services. Who is responsible for creating the OVS Connect environment? Is it included in the OVS Connect Price?

Answer: Zebra is responsible for the installation of connector software in the customer owned MDM tool and set up of the OVS portal. This is covered in standard SKU that covers the OVS Connect price. Refer to the SDD, which can be found on Partner Central for specific responsibilities. Partner or customer is responsible for getting the necessary support for their MDM from the MDM vendor. If partner requires any assistance to configure MDM with devices or creation of gold image, offers assistance in doing that as an optional service.

Question: What happens if my partner wants to push their depot and help desk data into the Savanna Platform? Are there API's published? How do we test that data? Is there a cost?

Answer: Interface specifications are being published for integrating customer or partner support systems (Service Desk, Repair Depot and Staging Depot) with the Savanna platform. These are optional OVS services with a cost for supporting this type of integration which would include testing of the interface.

Question: How long does it take to implement when I order the Operational Visibility Service Connect (OVS Connect)? If I order – when do I get access to the portal?

Answer: The goal of the service is to have 'Connector software' that can be installed on the customer owned MDM platform and OVS portal available within 4 weeks after contract order and receipt of information for on boarding form and the NW information form.

Question: As a Partner on boarding my customer onto the platform – what will I need to do for my customer? Do you provide configuration guides and service desk support for that implementation phase?

Answer: The OVS Connect service includes the customer on-boarding on the Portal and installation of ‘Connector software’ on to the customer owned MDM as defined in SDD. Creation of the Gold Image, additional MDM settings and deploying the MDM agent are some of the partner’s responsibility. Service Desk, Staging and any repair services outside that ordered from Zebra are the responsibility of the customer and/or partner. There are optional services for Zebra to perform these tasks if a customer or partner desires.

Question: How is GPS/Geolocation information captured and displayed and are there any considerations that would prevent it being available?

Answer: Geolocation details are pulled back via the MDM tool when the device checks in. GPS needs to be enabled and the devices need to be connected to the MDM tool, i.e., via WLAN, WWAN, etc.

Question: To whom do we give access to the dashboard? End user/reseller – how do we get email address to onboard? What if we don’t have reseller OR end user email address?

Answer: For OVS connect, we provide administrative access to our Partner that ordered the service. The OVS connect PM will ask the customer for the email id to provision in portal. Such information should be provided to respective PM by the customer as part of the on-boarding process. PM will requires the email and contact information of the customer administrator and technical contact lead that is used to access the OVS Connect environment.

DATA SECURITY

Question: Who owns the data captured from the devices under the OVS Connect program?

Answer: Collected data ownership is determined by the terms of the agreement with the customer. Data collected will be owned by the customer.

Question: What happens to the data if a customer cancels or does not extend their OVS Connect agreement?

Answer: Data collected will be handled per the terms of the agreement.

Question: What information will be collected by the B2M agent?

Answer: Data pertaining to device functionality is collected.

Question: What is the data usage of the B2M agent for data collection?

Answer: For mobile computers, on average the data usage is estimated to be less than 100KB per day per device.

RUN

Question: What level of support will I get from the Service Desk when I purchase the OVS Connect product?

Answer: The service desk is there to provide technical support for the platform. This includes issues pertaining to the portal and access to the MDM environment. The service desk is not obligated to support questions regarding deployment of the MDM agent on the devices. The service desk hours will be aligned to that of the accompanying Zebra OneCare support agreement. Please refer to the Service desk section of the SDD for further detail.

Question: What are the specifics of the SLA for OVS Connect?

Severity

Severity	Severity Criteria
1 – Critical	The OVS Cloud or Software thereof is completely unusable
2 – High	The OVS Cloud or Software is significantly impaired.
3 – Medium	One or more features of the OVS Software are not functioning.
4 – Low	Little or no impact on OVS Licensee’s daily business processes.

Escalation and Support Hours / Availability

Region	Support Level 1*	Support Level 2	Support Level 3
NALA	08.00am – 8.00pm EST Mon – Fri (excl. US holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)
EMEA	08.00am – 7.00pm CET Mon – Fri (excl. CZ holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)
APAC	09.00am – 6.00pm MYT Mon – Fri (excl. MY holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)	09.00am – 5.30pm EST Mon – Fri (excl. US holiday)

* Note: For OVS Connect Customers who have select support contract for Zebra devices, Zebra provides 24/7 Telephone Support during non-standard business hours. Zebra will provide live Technical Support by telephone in English (excluding Zebra-observed holidays). If Customer’s support case demands escalation, it will be addressed during normal business hours. For OVS Connect customers with essential support or third party devices the SLA in the table above apply.

Expected Response

Severity Level	Support Step 1 Case opening, Active Resolution	Support Step 2 Active Recovery, Temp Patch or Workaround	Support Step 3 Final Resolution, or Temp Workaround with Impl. Plan

1 – Critical	Four (4) business hours by phone, (Eight (8) business hours by email)	Immediate and continuing effort during standard hours	Within twenty (20) calendar days
2 – High	Four (4) business hours by phone, Eight (8) business hours by email	Within five (5) business days	Within thirty (30) calendar days
3 – Medium	Four (4) business hours by phone, Eight (8) business hours by email	Within ten (10) business days	Next release of software / server update
4 – Low	Four (4) business hours by phone, Eight (8) business hours by email	Time available basis	None

Question: What is the process to turn off access to a Partner’s users should they leave the company and end up at a competitive company?

Answer: With OVS Connect, the partner is given administrative rights to the environment which includes managing users and their access level. It is the responsibility of that Partner to turn off access for a user or change password credentials.

Question: What about pushes and patches and BSP updates to mobile devices, who is responsible to provide that service?

Answer: Once OVS Connect is delivered, it is the responsibility of the Partner and/or customer to manage pushing any patches, application or BSP updates to their devices. Zebra does offer an optional service to provide management and deployment activities as needed.

Question: If the customer wants custom data captured from the MDM tool and shown on the Portal, what do we need to do?

Answer: Custom data capture from the MDM is available through the MDM capabilities as supported. For the OVS Connect portal to consume and show that data, the OVS Connect program has a Portal Feature Request Document and process to request the additional reports and portal visibility for a customers’ specific data. Upon review of the request, a scope and quote will be provided.

CONTRACT MANAGEMENT

Question: What happens to the OVS Connect access when my contract expires?

Answer: Subject to the applicable contract provisions, OVS Connect portal access may be maintained for a limited time for access to historical data. However, on contract end date, no new data from the devices will flow to the portal.

In case you need any further details please contact: HRF643@zebra.com