

# Proactive Battery Replacement ONBOARDING GUIDE MDM version2 (6/23)



This document describes the technical prerequisites for the service setup, the phases of the onboarding process and the responsibilities of each party involved.

The information in this document is applicable to customers who:

- already have the *VIQF Bundled* or *Connect* service with Zebra; **OR**
- are purchasing the *VIQF Bundled* or *Connect* service along with *Proactive Battery Replacement*; **OR**
- are purchasing standalone *Proactive Battery Replacement* but their devices are rarely/never connected to WLAN, and/or do not have non-overlapping IP address ranges that map to sites.

If your MDM tool is not a reliable source of up-to-date site information, you may choose to have your batteries shipped to a single site location instead. Differences in technical requirements are listed below.

If none of the above is applicable to your case, please check the [PBR Onboarding Guide \(IOT version\)](#).

## 1. Service Description:

The Proactive Battery Replacement is a new service enhancement to a core Zebra OneCare™ maintenance plan for Zebra mobile computers. Batteries will be proactively replaced when they fall under a Remaining Useful Life (RUL) of < 30 days. All batteries that are identified in this category will be sent a replacement to the end user location(s) based on information provided during on-boarding of the service. There is no guess work involved with which batteries need replacing as the new service does all the work for you. All batteries are monitored daily/monthly using Zebra's patented predictive analytics algorithms. When Zebra identifies a battery which will fail over the next 30 days, a new battery will be shipped. When the new battery is received at the end user location, it can be swapped out with the poor battery and the older battery can be removed from the customers operational environment.

## 2. Onboarding Phases & Requirements:

### 2.1 Pre-Onboarding Phase:

Prior to the onboarding start, the customer must:

1. Ensure the ZDS (Zebra Data Services) Agent is running on their devices and is able to transmit data to VisibilityIQ, as per the [ZDS Agent Configuration Guide](#).
2. Provide a full list of their operational sites along with their site hierarchies and shipping addresses, using this [MDM Site Mapping Template](#). Please send the completed file to [Onboarding.PM@zebra.com](mailto:Onboarding.PM@zebra.com).
  - If you want to have your batteries shipped to a single site location, you do not have to provide a shipping address for each operational site listed. Instead, just provide the address of the single location where your batteries should be shipped. Please send the file as well as the address to [Onboarding.PM@zebra.com](mailto:Onboarding.PM@zebra.com).
  - If you want to have your batteries shipped to a single site location AND you already have existing Foresight service, you may skip the Site Mapping Template altogether, and only provide the single shipping address to [Onboarding.PM@zebra.com](mailto:Onboarding.PM@zebra.com).
3. Please provide a **bookable purchase order** to the appropriate party (Customer ⇒ Partner ⇒ Distributor ⇒ Zebra).

*Note for party submitting PO:*

- PBR-only orders need to be sent to the Zebra Contract Services Team;
- PBR + VIQF orders need to be sent to the Zebra ZaaS Team.



4. Once the order from the previous step is booked by Zebra, the [Onboarding Team](#) will send the *Customer Technical Form* that will need to be completed. This form gathers information about device configuration, PBR dashboard settings as well as required user accesses.

Upon receiving the purchase order, customer technical form and the site information, Zebra will:

- Check the reception of ZDS data from customer's devices in Zebra's Data Lake.
- Check the provided site mapping data for discrepancies or errors.
- Provide corresponding feedback to the customer.

**The onboarding phase will start once the above-mentioned prerequisites are met, the ZDS data is being received from customer's devices and any errors in the site mapping template data file have been corrected.**

## 2.2 Onboarding Phase:

In this phase, the PBR service is set up in a series of steps coordinated by the Onboarding Team:

1. The PBR dashboard is set up for a specific Partner/End user combination.
2. A site hierarchy is set up based on the provided site mapping file<sup>1</sup>.
3. Basic data flow checks are performed on the dashboard.
4. Dashboard access is granted to the customer.

## 2.3 Validation Phase:

In this phase, Onboarding Team performs service validation by:

1. Performing a thorough check of the data generated on the PBR dashboard and consulting any discrepancies or unexpected results with the customer.
2. Providing the customer with a project completion summary and requesting a final sign off.

## 2.4 Run Phase:

After receiving the final sign off confirmation, the Onboarding Team provides the customer with a contact for technical support in the run phase:

- PBR Dashboard queries & requests: [mscustomeronboarding@zebra.com](mailto:mscustomeronboarding@zebra.com)

# 3. Let us know what you think

We would love to hear about your experience with PBR via an anonymous [Evaluation & feedback survey!](#)

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<sup>1</sup> If you want to have your batteries shipped to a single site location and already have existing Foresight service, this point does not apply.