EC50/EC55
A new category of individually assigned enterprise mobile computers

September 16, 2020
AGENDA

The Business Challenge and Solution
Vertical Markets
Key Features and Benefits
Mobility DNA
Services
Why Zebra
The Business Challenge and Solution
There’s no question that workers with mobile devices drive productivity and profitability up…

But in order to maximize productivity and profitability, workers need the right device. A device they’ll want to use. A device that will make it easier – and more enjoyable – to get the job done…

…Workers want a business device that looks just like their smartphones. A device they want to keep in their hands. Small. Light. Effortless to carry. Effortless to use…

…You want a business device loaded with features that will allow your workers to work faster and smarter, improve collaboration, simplify integration and support — and deliver an unprecedented total cost of ownership.

Is there one device that can do it all?
There's a new kind of device that blends the best of both worlds…

The consumer good looks your workers want…

…all wrapped up in a device that looks just like a smartphone on the outside…

…and everything your business needs…

But is pure business on the inside

Introducing the EC50 and EC55 individually assigned enterprise mobile computers — only from Zebra
It’s the one business device your workers won’t want to put down

The EC50/EC55 is designed to stay with your workers — at work and at home. The results?

- A new constant connection that strengthens your relationship with your staff
- Improved collaboration and operational agility
- A staff that feels more empowered to make a difference, more valued and more vital to your business

With the EC50/EC55, your staff is always in the know and able to meet the needs of the moment — any moment
The individually assigned enterprise-class mobile computers

Make work easier for everyone with the EC50/EC55 — the associates who serve your customers, team managers and your technical support staff

- Business-class durability
- Enterprise-class built-in scanner
- Superior WiFi connectivity with Fusion WiFi
- Pocketable …and transforms into a workstation
- Full suite of enterprise-ready Mobility DNA apps
- Android 10 familiarity — no learning curve
- Two-way radio and PBX handset capabilities
- Industry-leading security support
- All day battery power
- Nearly half the TCO of a consumer smartphone
Vertical Markets and Applications
Where can you put the EC50 to work?

**Hospitality**
- Concierge service
- Luggage verification
- Event verification
- Reservation verification
- Badge scan
- Payment
- Food and beverage vendors in stadiums, arenas and more

**Retail**
- Information lookup/assisted selling
- Price check
- Task assignment and management
- Mobile Point of Sale (POS)
- Inventory and cycle counts
- Put-away and replenishment
- Order picking
- Receiving/shipping
- Asset management

**Ancillary Healthcare**
- Patient transportation
- Meal delivery
- Sanitation
- Housekeeping
- Staff collaboration
Where can you put the EC55 to work?

**Field Service**
- Courier/Delivery
- DSD
- Employee ID Check
- Mobile sale
- Pharmacy sales
- Food and beverage vendors in stadiums, arenas and more
Key Features
A game-changing increase in individual productivity
A pocketable powerhouse delivering the ultimate in device flexibility

- Slip it in a pocket
- Wear it in a holster
- Turn it into a fully functional workstation
- Turn it into a two-way radio for instant communications
- Turn it into a fully-featured PBX mobile handset
- Turn it into a gun-style device for scan intensive tasks
Enterprise-class data capture

**Instantly capture virtually any barcode...in practically any condition**
- Optional built-in scanner
- Capture damaged, dirty, or poorly printed barcodes
- Effortless omni-directional point and shoot scanning, no aligning barcode and scanner
- 1D and 2D barcodes, including Digimarc
- PRZM Intelligent Imaging for fast scanning

**Capture highly detailed photos to document practically anything**
- 13 MP color rear camera with autofocus
- Document proof of condition or compliance, and more

**Personalize communications with video calls**
- 5 MP color front camera
Using applications is absolutely effortless...

- **Wired-style voice and data application performance**
  - Ultra-powerful advanced SD660 octa-core processor for ‘no waiting’ instant screen draws and crystal clear voice calls

- **The world’s most powerful mobile OS — Android 10**
  - Feels as familiar as a personal mobile phone, eliminating adoption curves and enabling the intuitive applications today’s workers expect

- **A large 5 in. HD screen to see it all**
  - Plenty of space to view information — and workers already know how to interact with apps with familiar multi-touch support

...with application performance that never keeps your workers waiting
Do more with more wireless connections

**The best WiFi performance… period**

- Zebra’s Fusion — advanced proprietary Zebra-only features that keep on-the-move workers connected
- 2x2 MU-MIMO boosts network capacity, speed and range
- WorryFree WiFi to detect and troubleshoot WiFi issues before they impact workers

**Superior Bluetooth peripheral performance**

- Bluetooth 5.0 with Bluetooth Low Energy
- Delivers twice the speed and four times the range, all with less power

**NFC ‘one-tap’ power**

- Just tap to read ID cards, pair a printer or in the future, complete a purchase with NFC — or Bluetooth

**The fastest cellular connections**

- 4G/3G for the fastest cellular connections
- Carrier aggregation: substantially improve application performance with increased data capacity and speeds
- VoLTE’s HD Voice for the clearest audio
- Dual SIM slots enable simultaneous support for two carriers to ensure available coverage out in the field
Power every minute of every workday

10 hours of power
Power more than a full shift with the standard battery

13 hours of power
Power over a shift and a half with the extended battery

PowerPrecision battery
Only device in its class to provide battery metrics required for better battery management

The EC50/EC55 are the only devices in its class to offer an extended battery — so you can choose the battery that best matches your workday power requirements
Real business durability

A work-worthy design that is virtually waterproof, drop-proof and dust-proof

**Waterproof**
Survives 30 minutes under water at 1 meter/3.3 ft. with IP67 sealing

**Dustproof**
Completely sealed against dust with IP67 sealing

**Drop-tested**
Dependable operation after a 4 ft./1.2 m drop — or a 5 ft./1.5 m drop to concrete with protective boot; MIL-STD-801G

**Tumble-tested**
Dependable operation after 300 1.6 ft./0.5 m consecutive hits — or 500 consecutive 1.6 ft./0.5 m hits with the optional protective case

**Corning® Gorilla® Glass**
Maximum scratch-and-impact resistance for the display and scanner exit window — two of the most important and vulnerable device components
Increase collaboration with Mobility DNA’s unmatched voice solutions

**Push–to-Talk (PTT) Express**
Easily enable PTT calls in your facility over Wi-Fi with this ready-to-use client — just install and your staff is connected

**Workforce Connect PTT Pro**
Easy subscription service for PTT over Wi-Fi and cellular for an instant connection to any one or group of workers, no matter where they are located

**Workforce Connect Voice**
Enable your EC50/EC55 enterprise mobile computer to offer all the functionality of your fully-featured PBX handsets, complete with a custom interface that makes it easy to execute even the most complex telephony features

Optional voice solutions that turn your EC50/EC55 devices into two-way radios or PBX handsets with powerful Workforce Connect solutions
Accessorize for success

Charging Accessories

- Workstation Cradle Cup (USB, HDMI, Ethernet, Charge)
- Single-Slot Charge + USB
- Single-Slot Charge + USB / Ethernet
- 5-Slot Share-Cradle Charge + Ethernet
- USB Wallwart Charger

Non-locking 4-Slot Device Charge Cradle

Locking

Miscellaneous Accessories

- USB-C Audio adapter
- Screen Protector
- Other miscellaneous accessories: USB-C Cable (Superspeed)

Carrying Accessories

- Vehicle Holder
- Holster
- Snap on Trigger Handle
- Protective Boot
- Tethered Coil with adapter
- Hand Strap
Big functionality from a small mobile computer with the powerful workstation cradle

Easily connect a monitor, keyboard, mouse and more to the EC50/EC55 with the workstation cradle.
Mobility DNA
Enterprise-ready Mobility DNA —
The most evolved and extensive suite of software improves practically every aspect of the EC50/EC55
The Zebra difference — Mobility DNA

With Mobility DNA, you get much more than a device — you get an entire solution designed to make mobility work better for your business — and easier for your workforce.

These powerful tools — many pre-loaded and complimentary — improve every aspect of your Zebra EC50/EC55 devices, from ease of use to security and manageability.

- **Simplify data capture for your workers**
  - DataWedge
  - Enterprise Keyboard
  - Multi-Barcode Scanning
  - Swipe Assist

- **Increase device security — quickly and easily**
  - Mobility Extensions (Mx)
  - Enterprise Home Screen
  - LifeGuard™ for Android™

- **Increase collaboration with unmatched voice solutions**
  - Workforce Connect PTT Express
  - Workforce Connect PTT Pro
  - Workforce Connect Voice

- **Deliver the most reliable WiFi connections**
  - Full Fusion
  - WorryFree WiFi

- **Simplify device management**
  - StageNow
  - PowerPrecision Console
  - Device Diagnostics
  - Device Tracker
Simplify data capture for your workers

**DataWedge**
Capture and send barcodes, photos and more into your applications, right out of the box – no coding required

**Enterprise Keyboard**
Five optional keyboards your workers can choose to make data entry as easy as possible

**Multi-Barcode Scanning**
Time-saving one-click capture of multiple barcodes on an item, eliminating the need to cover nearby barcodes and multiple scans

**Swipe Assist**
Let your workers put a scan button right on the display for touchscreen scanning access
Increase device security — quickly and easily

**Mobility Extensions (Mx)**
Choose from over 100 features to make Android more enterprise-ready

**Enterprise Home Screen**
Choose the device features and applications you want your workers to access

**LifeGuard™ for Android™**
Keep your Android OS secure with up to eight years of security updates (Zebra OneCare support agreement required)

- Easily update all your devices remotely with visibility into the update status of every device with LifeGuard Over-the-Air
- Built-in support for Android 11 for superior future-proofing: the device you buy today will support the next version of Android
Simplify device management

**StageNow**
Just tap or scan a barcode to stage devices with the settings, configurations and applications required to put your devices in service
Just click to deactivate Google Mobile Services for increased device privacy

**PowerPrecision Console**
Easily identify and remove aging batteries that can no longer hold a full charge — before they impact worker productivity

**Device Diagnostics**
Uncover device issues that can easily be resolved on site through rapid testing of all main device systems
Maximizes the time your device is in service by eliminating needless trips to the Zebra Repair Center

**Device Tracker**
Easily find misplaced devices — even if they are powered off
What is Device Tracker

This scalable Zebra-hosted cloud-based service supports up to 100,000 devices at up to 5,000 sites.

Everything is included: customer onboarding, technical support and server monitoring and maintenance. There’s no extra spend on infrastructure and deployment.

Quickly and easily ensure that all of your devices are accounted for: track who has signed out each device, device status and location in your facility.

Increase your profit margin by reducing device shrinkage related costs and keep devices in production to increase your ROI.
Deliver the most reliable WiFi connections

**WorryFree WiFi**

The most advanced WiFi radio technology
The best of both worlds: WiFi radios that are pre-configured for business, right out of the box — and easily customizable
Real-time troubleshooting and analysis for fast resolution of WiFi issues

**Fusion**

Advanced Zebra VoWiFi proprietary features deliver unsurpassed WiFi connectivity, providing your workers with wired-style WiFi connections they can count on, all throughout your facility

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
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<tbody>
<tr>
<td>Pre-emptive roaming</td>
<td>Ensures devices roam before connection quality erodes, eliminating latency</td>
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<tr>
<td>Full duplex support</td>
<td>Enables full duplex voice solutions (simultaneous send and receive)</td>
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<tr>
<td>Reduced network traffic</td>
<td>Frees bandwidth by reducing unnecessary network overhead messages</td>
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</tbody>
</table>
Unmatched total benefits of ownership
Multi-year deployment and support

Available for sale for four years
Guaranteed to be available for sale for four years — unlike the typical 18 months for consumer devices
Ensures that you can purchase the same device for new workers down the road
Eliminates the complexities of mixed model deployments that add costs for training users and support staff and application development

Eight years of available support
Support is available for the four years the device is for sale, as well as for four additional years post end-of-sale
Ensures technical support for your devices, every day they are in service
No risk of forced early device retirement due to lack of service

“If its broken, we fix it” comprehensive Zebra OneCare service
The industry’s gold standard for device support
Covers it all — including accidental damage and everyday wear and tear — and much more
Keeps your devices looking and performing like new, year in and year out

4 YEARS
8 YEARS
Zebra OneCare
The power of a common platform

Get the freedom to choose the right device for each workgroup, without complicating your mobility strategy.

The EC50/EC55 shares the same platform as Zebra’s other ‘ultimate’ series devices — from the advanced processor to the WiFi and cellular radios, Bluetooth version, software, applications and more.

Benefits of Zebra’s platform strategy

- Easier integration
- Applications are supported across devices, allowing you to leverage your existing application investments, without much — if any change
- Support is simplified — your support staff only needs training on one platform
Services
Keep your EC50/EC55 devices up and running and avoid unexpected repair costs. Boost accuracy and efficiency in your workflows. Ensure predictable performance, support for critical operations and improved business outcomes while eliminating unbudgeted repair expenses.

**Zebra OneCare ESSENTIAL**

*Core Protection*

- Comprehensive repair services; if it breaks we fix it
- 3-day repair turnaround time (TAT)
- Priority access to live-agent Tech Support 8x5, 17 languages
- 24/7 access to self-service tools
- Full access to software updates and LifeGuard for Android security updates
- Cloud-based VisibilityIQ™ OneCare(tm) for access to contracts, repairs, LifeGuard status and more
- 3-year or 5-years of protection

**Zebra OneCare SELECT**

*Maximum Protection*

Includes all Zebra OneCare Essential features, plus:

- Like-new advance device replacement next business day from a Zebra spares pool
- 24x7 Level 1 support
- Fully commission device with your Software, apps, OS and LG versions so returned device is ready to go out of the box
- Comprehensive repair services; if it breaks we fix it
- 3-day repair turnaround time (TAT)
- Priority access to live-agent Tech Support 8x5, 17 languages
- 24/7 access to self-service tools
- Full access to software updates and LifeGuard for Android security updates
- Cloud-based VisibilityIQ™ OneCare(tm) for access to contracts, repairs, LifeGuard status and more
- 3-year or 5-years of protection

**BENEFITS**

- Enhanced support beyond standard warranty coverage
- Genuine Zebra expertise and parts maximize device uptime – ensure your device is back to Zebra’s manufacturing specifications
- Outstanding value – eliminates unexpected repair costs with a planned support agreement
- Let Zebra handle support, while you focus on your strategic initiatives
Capture your performance edge with Sharper Device Visibility

Stop guessing the status of your devices
Start improving operations

**VisibilityIQ™ Foresight**

Business intelligence tool providing full visibility to operational aspects of your devices from a single cloud-based view. Instantly know all your mobile computing device metrics from a single pane of glass to streamline your workflows.

**VisibilityIQ™ DNA**

Peer inside your hardware for answers to key DNA efficiency. See how to fully utilize key DNA tools.

**VisibilityIQ™ OneCare™**

Included within our Zebra OneCare contracts, access cloud-based reports that focus on uptime, savings and security. View device repairs, contracts, security and more to eliminate unplanned downtime and expenses for your Zebra mobile computing and scanner devices.
Learn on the go with Video on Device

Secure way to educate associates on...

- Device functionality
- Cleaning and sanitizing
- Trouble shooting

Benefits...

- Rapidly train your staff in new technologies
- Quick ROI from solutions
- Develop high-performance distributed workforce

Drive user adoption with pre-loaded Video on Device

Learn anytime, and anywhere!
### Android Security Support

**Zebra’s LifeGuard™ for Android™**

<table>
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<tr>
<th>EC50/EC55: Years in Service</th>
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<tbody>
<tr>
<td>YEAR 1</td>
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<tr>
<td>4 YEARS AVAILABLE FOR SALE</td>
</tr>
<tr>
<td>Monthly updates / all security levels</td>
</tr>
<tr>
<td>4 YEARS POST SALE SUPPORT</td>
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<tr>
<td>Quarterly updates/critical levels</td>
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</tbody>
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**Legend:**
- Monthly updates: comprehensive, all security levels
- Quarterly updates: minimum coverage for all “critical” severity CVEs
Ensuring solution value through Professional Services

Our suite encompasses nine key capabilities that provide you with the expertise to ensure faster Time-To-Value (TTV) along your solution journey.

Solution Journey

Discovery and Design | Integration and Deployment | User Adoption | Solution Management and Support

Value Zone

ROI Realization

Signature Services

Tackle your critical business and technical challenges while ensuring positive outcomes from IT and a faster return on investment.
Signature Services offerings

From A to Z — solution design, business process re-engineering, integration, deployment, training, project management and more

LEARNING AS A SERVICE
Quickly bring employees up to speed with a variety of training options that support rapid return on your technology investments.

SOFTWARE INTEGRATION
Accelerate success by applying integration best practices.

RFID DESIGN
Improve the speed, cost and profitability of any RFID project.

SOLUTION JUMPSTART
Reduce unplanned costs and minimize downtime with full proof of concept.

SOLUTION VALIDATION
Test your custom Zebra-related applications with your existing IT systems and business workflows.

PROGRAM MANAGEMENT
Minimizing risks to project schedules, implementation results and end-user adoption.

MOTIONWORKS SIGNATURE SERVICES
Ensure your MotionWorks location solution gets deployed with the proper design, architecture, integration with legacy IT systems and user adoption.

WORKFLOW & DESIGN CONSULTING
Analyze your business processes, existing infrastructure and technology with strategic workshops tailored to fit your unique requirements.

VOICE ENABLEMENT
Implement customized voice solutions that integrate voice applications into mobile computing.
Why Zebra?
The leader in enterprise Android

• We have committed to Android since 2011

• We are the undisputed leader in enterprise Android:
  59% market share in 2019, with 27 Android-based products

• We have invested more than $300 million in Mobility DNA and
  refined it through multiple OS versions and thousands of deployments

• We added important enterprise security, device management,
  application management and data capture features

• No other vendor offers such a comprehensive ecosystem
  of software to support rugged Android devices in the enterprise

Only Zebra offers a deep understanding of software and industry needs
Zebra
FACTS

Channel partners in **more than 100 countries**
Customers include **more than 95 percent** of all Fortune 500 companies

- **~7,000** employees worldwide
- **122+** offices across 81 countries
- **~$10 billion market cap** (April 2020)
- **4,200+** US & international patents issued and pending
Thank You