# Give your healthcare workers all the features they need to deliver the best care in less time — all at **less than half** the TCO of consumer smartphones.

**ZEBRA**

## What can you expect when you purchase consumer smartphones — instead of rugged handheld computers purpose-built for healthcare?

| | Consumer Smartphones | HC20/HC25 Healthcare Handheld Mobile Computer |
|---|---|---|
| **More device failures @ 74 minutes of lost productivity per incident[3]** | **Not rugged** Can't handle disinfecting, drops and more; results in more downtime and more frequent device replacements; may require purchase of protective cases | **Rugged and ready for work** Built tough to handle all the top reasons devices fail — including drops, bumps, liquid exposure and extreme temperatures — no need to purchase protective cases |
| **Not designed for constant disinfecting to prevent the spread of germs** | **Not built for disinfecting** No special plastics or device design that minimizes places where germs can hide; may require purchase of protective cases | **Built for disinfecting** Minimal seams, covered screw holes and advanced medical grade plastics to enable constant wipedowns with a wide selection of disinfectants |
| **Lack of control over the operating system update process** | **Automated updates** Devices may update before you have tested your apps with the new OS, potentially leading to incompatibility and downtime | **LifeGuard™ for Android™** LifeGuard makes it easy to keep devices updated, your way — choose full automation, flexible automation or manual control |
| **No enterprise-class toolkit to simplify every aspect of device ownership** | **No Zebra DNA™ equivalent** Consumer smartphones do not offer a suite of tools to add new enterprise functionality to simplify life for users and IT | **Zebra DNA** Integrate, secure, deploy, manage and optimize device functionality to improve productivity with this comprehensive suite of tools |
| **More battery failures @ 54 minutes of lost productivity per incident[2]** | **Inferior battery power and technology** Devices must be removed from service to charge; no visibility into battery health to prevent battery failures; devices must be removed from service and sent to a repair center to replace end-of-life or faulty batteries | **Dependable full-shift power** Up to 14 hours of power; user replaceable — never out of service for charging; battery statistics to spot and replace end-of-life batteries[1]; fast charging; Bluetooth BLE battery to power Device Guardian to easily find misplaced devices |
| **More lost network connections @ 24 minutes of lost productivity per disruption[3]** | **Less reliable connectivity** Typically based on older, slower wireless standards; consumer-grade devices are 28% more likely to experience wireless connectivity issues that impact productivity[2] | **Enterprise-class wired-style Wi-Fi** Superior Wi-Fi radio with Fusion software connects faster; delivers exceptional 'no-drop' connections — even when roaming — and up to 150% greater range[1] |
| **More IT support time @ 70 minutes of IT time per trouble ticket[3]** | **20% more support tickets[2]** Lack of rugged design and troubleshooting tools translates into more device downtime, more support tickets and higher support costs | **Maximize reliability to minimize support costs** Rugged design and Zebra DNA tools like Device Diagnostics and Rx Logger to rapidly diagnose and resolve issues |
| **High device costs — nearly 3x the annual average device failure rate[3]** | **Designed to last 1 to 2 years** With a 12.8% average annual failure rate[2], devices need replacing more frequently — not designed for sharing — need to purchase 2x to 3x more devices to cover around-the-clock shifts | **Designed to last at least 4 years** The 4.4% average annual failure rate[2] provides a long lifecycle and a low TCO for maximum value; built for sharing with no-cost tools that make it easy to share devices between shifts |

## TCO COMPARISON: TYPICAL CONSUMER PHONE VS RUGGED ENTERPRISE-CLASS HANDHELD MOBILE COMPUTER

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| **Lost productivity — 2.6x more[3]** | **$6,243 per device/3 years[3]** Lost productivity costs are 160%+ higher due to more frequent failures[3] | **$2,376 per device/3 years[3]** Reliable enterprise healthcare mobile computers maximize uptime and minimize lost productivity[3] |
| **Higher IT support costs — nearly 2.6x more[3]** | **$7,818 per device/3 years[3]** More device issues translate into over 160% more IT support time and cost[3] | **$2,979 per device/3 years[3]** The rugged design reduces the volume of device issues, reducing IT support costs[3] |
| **High annual TCO — more than 2.1x[3]** | **$14,688 per device /3 years[3]** The consumer phone average annual TCO is more than double the TCO of a rugged enterprise-class mobile computer[3] | **$6,960 per device/3 years[3]** The average annual TCO of a rugged enterprise device is less than half the average TCO of a consumer smartphone[3] |

## Put the HC20/HC25 to work in your healthcare operations.

### For more information please visit Zebra Healthcare Mobile Computing