



SERVICE SPECIFICATION / BUSINESS SYSTEMS

Handheld and business device deployment

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Select, stage, connect, and validate handheld computers, scanning devices, charging equipment, and label printers for an agreed business workflow.

Intended outcome

Named devices that run the intended application, capture the correct records, connect in the required work areas, and have a repeatable setup and support process.

Service scope

The service brings together the handheld model, scan engine, operating system, application, connectivity, device management, charging, batteries, and accessories. The design follows the barcode, working distance, environment, shift, and task.

Zebra retail and warehouse devices are configured for the selected customer application. A scanner does not establish inventory accuracy by itself; identifiers, quantities, locations, duplicate handling, and transaction reconciliation must be defined with the application owner.

How the system fits together

01 Capture	Barcode type, range, scan engine, keypad or touchscreen, and trigger
02 Connect	Business Wi-Fi, approved cellular service, and application endpoints
03 Manage	Enrollment, profiles, application deployment, updates, and device inventory
04 Operate	Charging, spare batteries, labels, operator training, and replacement process

Typical project triggers

- Staff need to scan receiving, picking, counts, or asset movements
- Handhelds need a consistent configuration and application rollout
- A new device fleet needs charging, labeling, training, and support



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Delivery and acceptance

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The final project scope identifies quantities, locations, dependencies, and the evidence required at each delivery stage.

01 Observe the task

Record scan targets, labels, work areas, distances, shift duration, ergonomics, and current application behavior.

Acceptance evidence: Workflow, sample barcodes, environment record, and device requirements.

02 Specify the full kit

Confirm model, scan engine, radio, batteries, case, cradle, power supply, labels, printer, licenses, and software compatibility.

Acceptance evidence: Configuration-specific device and accessory schedule.

03 Stage and pilot

Enroll and configure a controlled pilot, connect the application, map scan input, apply policies, and test charging and printing.

Acceptance evidence: Repeatable staging profile and pilot transaction evidence.

04 Roll out and verify

Deploy approved profiles, validate coverage and task completion, test disconnect and resynchronization behavior, and train staff.

Acceptance evidence: Device inventory, accepted scan/print tests, operator guide, and support handoff.

Handover deliverables

- Device and accessory bill of materials
- Staging and management configuration record
- Tested application, scanning, connectivity, and printing workflow
- Asset inventory and charging/replacement procedure
- Operator training and acceptance results

Closeout: GHT and the customer review the agreed evidence, record unresolved exceptions and owners, and confirm acceptance against the signed project scope.



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Planning and scope boundaries

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Customer and site inputs

- Application, Android support, login, and enrollment requirements
- Barcode formats, scan distance, label samples, and environmental conditions
- Device quantity, shifts, spare policy, and charging locations
- Wi-Fi coverage and any cellular carrier and plan requirements
- Exact cradles, power supplies, cables, batteries, protective accessories, and software licenses

Constraints and coordination

- TC22/TC27, TC53e/TC58e, and MC3400/MC3450 are distinct configurable families; scan engines, radios, and accessories must match the selected orderable parts.
- Charging cradles may require separate power supplies and cables; a boot-compatible cradle is not interchangeable with every bare-device cradle.
- Mobile device management, cellular plans, Zebra software features, and support contracts are separately scoped when required.
- Application development, inventory data cleanup, and a building-wide Wi-Fi redesign are included only when named in the project scope.

Commercial scope and responsibilities

This specification describes the service framework. The signed statement of work defines included equipment, quantities, software licenses, integrations, access windows, schedule, pricing, warranty, and support coverage. Additional construction, electrical work, recurring subscriptions, and ongoing support require an explicit line item.

The customer appoints an acceptance owner and provides authorized access, required site information, and decisions. GHT records assumptions, coordinates assigned work, and submits changes for agreement before expanding the scope.

Technical references

Zebra — [StageNow device staging](#) | Source review: 2026-09-06

Zebra — [About DataWedge](#) | Source review: 2026-09-06

Service guide and project discussion | Source review: 2026-09-06