

If you manage or work in a warehouse or manufacturing plant, you probably rely on valuable technologies that are critical to your operations. This equipment includes handheld mobile computers, tablets, vehicle-mounted computers, and barcode printers.

To make sure your devices are running properly, secured, properly maintained, and performing at an optimal level, you should conduct regular technology health checks.

This helps ensure that your devices are assisting workers in maximizing productivity and efficiency, and it can help you identify any equipment issues that need to be resolved or devices that you need to replace.

Without regular device health checks, you may end up dealing with headaches such as slow network connections, degrading battery life, firmware that has not been updated, and missing security updates that create potentially catastrophic cybersecurity risks.

By conducting regular health checks, you can take proactive action to avoid costly disruptions, slowdowns, or downtime, and you can address problems that may already be impacting productivity but haven't been reported.

To help you get started, our experts at [Alpha Systems](#) have put together this Quick Guide to Conducting a Technology Health Check. It walks you through the right steps to take, and what to review and check to make sure your devices are performing optimally.

STEP 1



Manage Your Technology Health Check and Audit

- Determine what tools and information is needed and how to document and manage the process.

Keep in mind is that your devices may already have built-in diagnostic tools to help you check and review their health and performance.

- If you're using a mobile device management (MDM) solution such as SOTI or AirWatch, your software may already provide insights into your devices' status and maintenance.
- Additional device management software solutions, such as Zebra's VisibilityIQ services, provide detailed insights through an aggregated and color-coded view of all your devices via the cloud, and can provide data-driven, actionable insights with recommendations to help quickly address issues or prevent problems before they occur.

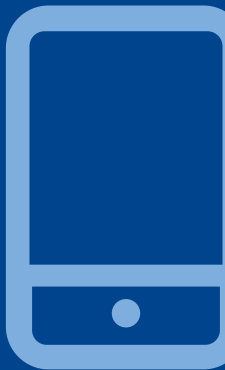
STEP 2



Check if Your Devices Are Still Supported or Under Warranty

- Check your MDM, contracts or other records, or check with your hardware manufacturer or technology provider to determine if your devices are still supported or under warranty.

STEP 3



Check Your Devices

MOBILE COMPUTING DEVICES

If you're using Zebra mobile computers or devices that offers similar capabilities, use their built-in diagnostic tools to check for the following:

- Check and run the latest operating system (OS) updates, security, and firmware updates to ensure your devices are running optimally and protected against the latest cyberthreats.
- Make sure your device batteries are charging fully, maintaining a full charge, and are performing optimally and not draining too rapidly.
- Check for necessary connectivity updates with Wi-Fi, Bluetooth, or WWAN
- Check the built-in barcode scanner (if it has one), touch screen, SD memory card, and physical buttons for their status and performance.

BARCODE PRINTERS

- Conduct barcode label printing tests and/or review recent print jobs and label applications.
- Clean or service your printer or replace your printheads if your print quality is inconsistent.
- Conduct regular preventive maintenance and cleaning.
- Use correct supplies to reduce premature printhead wear.
- Check your labels to make sure that printed information is easily readable and scannable and that it's consistent.
- Check that your labels are adhering properly, withstanding your operating conditions, and that there are no signs of smearing, fading, or damage from exposure to extreme temperatures, moisture or chemicals.

STEP 4



Check the Physical Appearance of Your Devices

- Inspect the physical appearance of your devices to check for damage and signs of wear and tear. Check to see if your hardware may be reaching a point where major repairs or replacements may be needed.

STEP 5



Check for Your Devices' Last Maintenance

- Check for the last maintenance that was performed on your devices.
- Create and keep a maintenance schedule to help ensure timely servicing.

STEP 6



Conduct an Efficiency Evaluation

- Review your current charging methods and capacity to make sure you're charging your devices properly and keeping batteries at the right levels to sustain workflows without interruption.

Maximize charging efficiency and device uptime by having the right number of charging stations and options, including support for multiple-devices.

- Review your device distribution procedures and take any required steps to ensure that devices are distributed quickly and that enough of them are available when needed.

Keep track of how devices are checked out, signed out or distributed, and consider using an intelligent cabinet for storage, charging, device status monitoring and checkout.

STEP 7



Streamline Your Device Communication

- Eliminate extra devices to unify connectivity and communication through a single solution that operates on one device.

For example, Zebra's Workforce Connect combines voice calls, push-to-talk, secure texting and PBX phone access on a single Zebra mobile device. It communicates securely and seamlessly over Wi-Fi or cellular networks and can simultaneously connect up to 75 workers and up to 32 groups in real time, plus potentially thousands of workers across multiple facilities around the world.

For more insights, advice or assistance with conducting your technology health check, contact our experts at Alpha Systems for free guidance and professional support.

www.alphasystemsva.com/contact-us

