



# HC20/HC50

## Healthcare Mobile Computers

### SELLING GUIDE

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# Overview



# A New Era of Healthcare Mobility



## Front-line workers are experiencing fatigue and burnout

Nearly all staff are having to work longer hours and extra shifts. Approximately two-thirds of clinicians and 69% of decision-makers agree that physicians and caregivers are over-extended during their shifts



## The right technology positively affects patient care

80% of clinicians and 87% of executives agree patient care would improve if nurses, clinicians and non-clinical healthcare workers had collaboration tools and healthcare applications



## Healthcare requires performance beyond a consumer smartphone

Almost half of the decision-makers surveyed say their facility provides purpose-built, hospital-owned devices explicitly intended for healthcare workers. Disinfectant-ready, durable and secure devices now rank No.1 in mobile device usage over bring-your-own-device (BYOD) alternatives



## The use of purpose-built mobile devices is expanding

In Zebra's 2017 survey, most mobility investments were focused on bedside nurses for EHR access. Now, hospitals are looking at mobility to help them manage the supply chain, locate critical equipment, orchestrate emergency and operating room logistics, patient transport and more

# HC20/HC50

## Next Generation Healthcare Mobile Computers

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A new generation of cost-effective  
mobile computers built for healthcare



# HC20/HC50

- Specifically designed for healthcare
  - Proven healthcare grade materials that allow disinfecting with over 30+ cleansers that are used by hospitals today
    - List of Zebra-approved disinfectants: [https://connect.zebra.com/DeviceDisinfection\\_us](https://connect.zebra.com/DeviceDisinfection_us)
- Bigger, brighter 6 in. FHD+ display
- Thinner design with the modern aesthetics that today's workers want
  - 33% thinner than TC52X-HC Series and 10% thinner than TC2x-HC devices
- Future proofing with Wi-Fi 6/6E\*, Android 13 through 16 and next generation Qualcomm® multi-core processor
- SE4720 scan engine with white illumination/green aimer for clinical use\*\*
- Programmable red alert button for emergency situations
- Purpose built healthcare accessory ecosystem
- Innovative value-add solutions: Mobile Workstation, Device Tracker, Intelligent Cabinets, Workcloud Communication
- And more...



HC50 Front

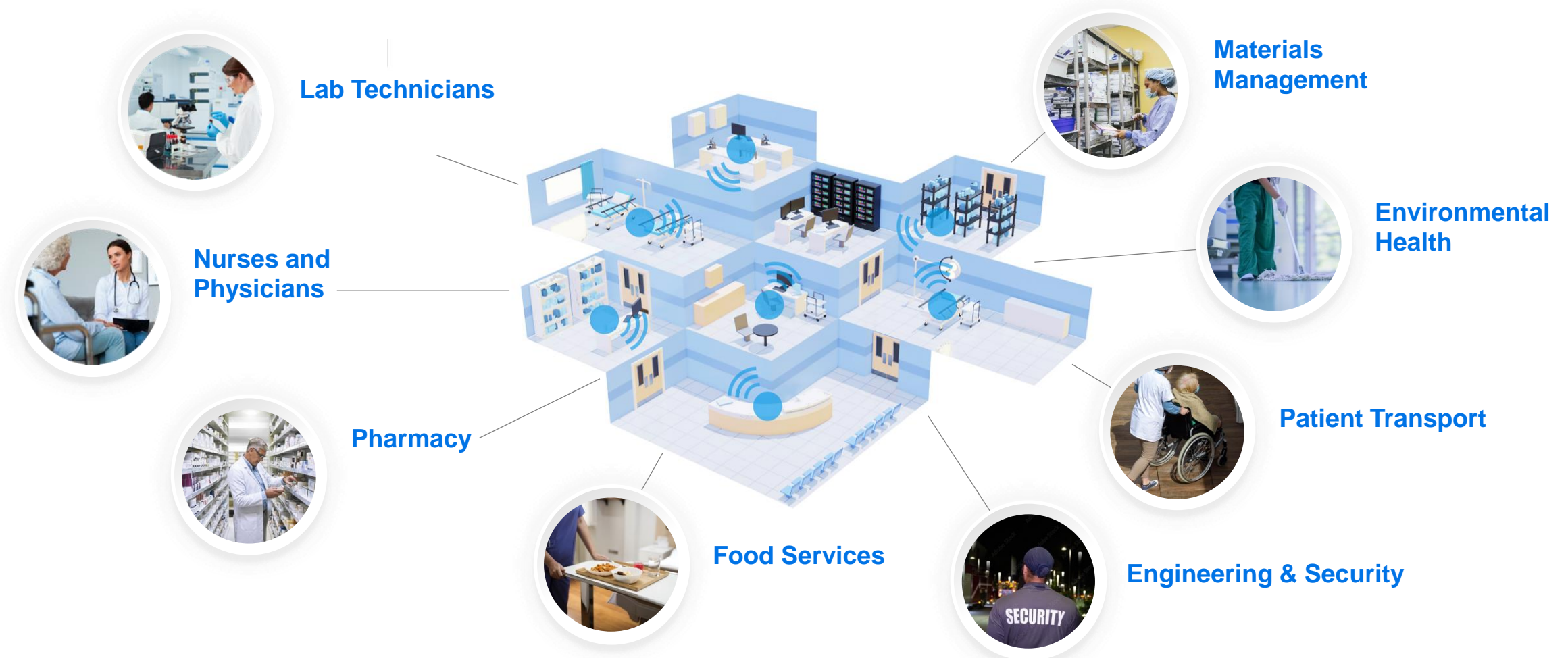
HC20/HC50 Back

\* Wi-Fi 6E standard on HC50; Wi-Fi 6 standard on HC20 with Wi-Fi 6E available with MDNA Enterprise license.

\*\* Integrated scan engine not available on HC20 models in North America

# The right mobility solution for every hospital worker

No matter what role workers play – from clinicians to ancillary healthcare staff – the HC20/HC50 has the right technology solution for their specific needs and workflow



# Sell the Portfolio



Your customers win with the versatility of the HC20/HC50. They can equip each user with the right device and feature set for their needs – while getting all the benefits of a common product family.

- Shared application support – same display size and platform
- One device to learn and support
- Streamlined purchasing
- Common management and deployment tools
- One set of accessories



**HC20 North America  
Essential – no scanner**



**HC20 ROW  
Essential – SE4720**



**HC50  
Enterprise – SE4720**

Customers can select the right device for the right user and use case with differentiated feature sets and price points



# Positioning HC20 and HC50

HC20

**Essential**



**Targeted for non-clinical healthcare use cases, clinical use cases and healthcare workers who may not have a mobile device today**

- Low-cost, entry level healthcare product from a trusted global leader in enterprise mobility solutions
- Mobility DNA value-tier licensing options
- Wi-Fi 6, upgradeable to Wi-Fi 6E with Mobility DNA Enterprise license
- Soft scanning through camera and included decode software (North America); SE4720 scanner (ROW)
- No front-facing camera
- Removable PowerPrecision battery
- 3+3 product lifecycle and support

HC50

**Enterprise**



**Targeted for clinical use cases**

- 5<sup>th</sup> generation mid-tier healthcare device in a successful line of healthcare mobile computers
- Full Mobility DNA Suite of tools
- Wi-Fi 6E
- SE4720 scanner
- 5 MP front-facing camera for telehealth applications
- True hot-swappable PowerPrecision battery
- Premium memory configurations
- 4+4 product lifecycle and support

# Opportunities



## **Sell the portfolio**

Bracket the healthcare market/competition by offering the Enterprise HC50 and Essential HC20. This allows you to compete more effectively against mid-tier and low-cost healthcare mobile devices that compete on price.

Highlight the value of the platform in our overall healthcare portfolio. Customers can select the right device for the right user and use case with differentiated feature sets and price points.



## **Migrate legacy Zebra and competitive devices**

There is a significant opportunity to upgrade existing Zebra accounts (MC40-HC, TC21-HC, TC51-HC, TC52-HC, TC52x-HC and TC52ax-HC) as well as legacy competitor devices.

Customers will benefit from the latest technologies (e.g. faster wireless, larger screen, newer processor) along with expanded use cases (e.g. Workstation Connect).



## **Drive adoption of enterprise grade healthcare devices over consumer devices**

There's an opportunity to educate the market on why consumer devices aren't 'good enough' for healthcare environments and responsibilities.

The HC20 is ideal for healthcare customers who are looking at low-cost consumer devices but need enterprise-class, healthcare-specific functionality for clinical and/or non-clinical staff.

# Portfolio Positioning

# Zebra Mobile Computer Healthcare Portfolio

## Essential Devices



**TC21-HC/TC26-HC**

- 5 in. HD display
- QC SD660, SE4100
- Mobility DNA Professional
- Wi-Fi 5/Cellular
- Healthcare white
- 3 GB/32 GB memory
- 13 MP RFC; 5 MP FFC
- IP65
- 4 ft./1.2 m drop tile/concrete
- Disinfectant-ready
- 3+3



**HC20**

- 6 in. FHD+ display
- New generation platform, SE4720
- Mobility DNA Professional
- Wi-Fi 6 (optional Wi-Fi 6E)
- Healthcare blue/white
- 6 GB/64 GB memory
- 16 MP RFC only
- IP65 and IP68
- 4 ft./1.2 m drop tile/concrete
- Disinfectant-ready
- 3+3



**TC52-HC**

- 5 in. HD display
- QC SD660, 2.2 GHz
- Mobility DNA Enterprise
- SE4710
- Wi-Fi 5 only
- Healthcare white
- 4 GB/32 GB memory
- 13 MP RFC; 5 MP FFC
- IP65
- 4 ft./1.2 m drop tile/concrete
- Disinfectant-ready
- 4+4



**TC52x-HC**

- 5 in. FHD display
- QC SD660, 2.45 GHz
- Mobility DNA Enterprise
- SE4720
- Wi-Fi 5 only
- Healthcare white
- 4 GB/32 GB memory
- 13 MP RFC; 5 MP FFC
- IP65
- 4 ft./1.2 m drop tile/concrete
- Disinfectant-ready
- Hot swap
- 4+4



**TC52ax-HC**

- 5 in. FHD display
- QC SD660, 2.45 GHz
- Mobility DNA Enterprise
- SE4720
- Wi-Fi 6 only
- Healthcare blue
- 4 GB/64 GB memory
- 13 MP RFC; 5 MP FFC
- IP65
- 4 ft./1.2 m drop tile/concrete
- Disinfectant-ready
- Hot swap
- 4+4









**HC50**

- 6 in. FHD+ display
- New generation platform
- Mobility DNA Enterprise
- SE4720
- Wi-Fi 6E
- Healthcare blue/white
- 8 GB/128 GB memory
- 16 MP RFC; 5 MP FFC
- IP65 and IP68
- 4 ft./1.2 m drop tile/concrete
- Disinfectant-ready
- True hot swap
- 4+4





## Enterprise Devices

NEW

# Zebra Mobile Computer Healthcare Portfolio

	 TC21-HC	 HC20 		 HC50 
	Essential	Essential	Enterprise	Enterprise
Healthcare disinfectants	Highly Disinfectant Ready; proven healthcare plastics – supports 30+ wipes and disinfectants			
Display	5 in. HD (1280 x 720)	6 in. FHD+ (2160 x 1080)	5 in. FHD (1920 x 1080)	6 in. FHD+ (2160 x 1080)
Size and Weight	156 mm x 79 mm x 13.7 mm Weight: 239 g	165 mm x 76.3 mm x 12.5 mm Weight: 239 g	154.4 mm x 75.5 mm x 18.6 mm Weight: 263 g	165 mm x 76.3 mm x 12.5 mm Weight: 242 g
Processor	Qualcomm® SD660 1.8 or 2.2 GHz octa-core	Qualcomm® 5430 2.1 GHz hex-core	Qualcomm® SD660 2.45 GHz octa-core	Qualcomm® 5430 2.1 GHz hex-core
Memory	3 GB RAM/32 GB Flash	6 GB RAM/64 GB UFS Flash	4 GB RAM/64 GB UFS Flash	8 GB RAM/128 GB UFS Flash
Scanning	<b>North America:</b> No scan engine (occasional scanning done via high resolution camera and included Zebra decode software) <b>ROW:</b> SE4100 (option), no scan engine SKU (occasional scanning done via high resolution camera and included Zebra decode software)	<b>North America:</b> No scan engine (occasional scanning done via high resolution camera and included Zebra decode software) <b>ROW:</b> SE4720 with white illumination and green aimer	SE4720 with white illumination and green aimer	SE4720 with white illumination and green aimer
Camera	Rear: 13 MP Front: 5 MP	Rear: 16 MP Front: None	Rear: 13 MP with optimized Flash and PDAF Front: 5 MP	Rear: 16 MP Front: 5 MP
Battery	3300 mAh PowerPrecision Removable	3800 mAh PowerPrecision Removable, BLE (all models), fast charge	4150 mAh PowerPrecision+ Hot swap, BLE (option), fast charge	3800 mAh PowerPrecision True hot swap, BLE (all models), fast charge

# Zebra Mobile Computer Healthcare Portfolio

	 <b>TC21-HC/TC26-HC</b>	 <b>HC20</b>	 <b>TC52ax-HC</b>	 <b>HC50</b>
	<b>Essential</b>	<b>Essential</b>	<b>Enterprise</b>	<b>Enterprise</b>
<b>WLAN</b>	Optional Full Fusion (via the Mobility DNA Enterprise License), Wi-Fi 5, 1x1 Mu-MIMO	Optional Full Fusion (via the Mobility DNA Enterprise License), Wi-Fi 6/6E*, 2x2 Mu-MIMO	Full Fusion, Wi-Fi 6, 2x2 Mu-MIMO	Full Fusion, Wi-Fi 6E, 2x2 Mu-MIMO
<b>WAN</b>	4G LTE (TC26-HC only)	No	No	No
<b>Voice</b>	Supports PTT and VoIP, basic audio, 2 mics	Supports PTT and VoIP, HD Voice; premium audio, 3 mics, Duress triggers an emergency call	Supports PTT and VoIP, HD Voice; premium audio, 3 mics, Duress triggers an emergency call	Supports PTT and VoIP, HD Voice; premium audio, 3 mics, Duress triggers an emergency call
<b>Mobility DNA</b>	MDNA Professional MDNA Enterprise via License	MDNA Professional MDNA Enterprise via License	MDNA Enterprise	MDNA Enterprise
<b>Durability</b>	Multiple 4 ft./1.2 m drops to vinyl tile over concrete, across operating temp per MIL-STD 810G 300 tumbles @ 1.6 ft./0.5 m IP65 Sealing	Multiple 4 ft./1.25 m drops to tile over concrete, across operating temp per MIL-STD 810G 500 tumbles @ 1.6 ft./0.5 m IP65 and IP68 Sealing	Multiple 4 ft./1.2 m drops to tile over concrete over 14°F to 122°F/-10°C to 50°C per MIL-STD 810G 500 tumbles @ 1.6 ft./0.5 m IP65 Sealing	Multiple 4 ft./1.25 m drops to tile over concrete, across operating temp per MIL-STD 810G 500 tumbles @ 1.6 ft./0.5 m IP65 and IP68 Sealing
<b>Lifecycle: Service and Support</b>	3 + 3	3 + 3	4 + 4	4 + 4

# Customer Engagement Questions

## Customer Engagement Questions: 1 of 3

- Are you considering modernizing your staff's mobile computer solution as a means of improving workflow efficiency, task accuracy and the quality of care?
- What type of communication device do your non-clinical/ancillary workers carry today?
- Would you like to connect more of your staff by adding voice and data tools to more worker groups?
- Do any of your workers currently carry a device that cannot be cleaned frequently with disinfectants?
- Have you considered consumer smartphones for your clinical and/or ancillary staff, and if so, are you concerned about:
  - The ability to clean/disinfect them?
  - Device durability out of the box?
  - Product lifecycle, service and support?
  - Data capture performance and the added cost/complexity of purchasing a third-party scanning sled?
  - Available accessories and the added complexity of purchasing third-party accessories?
- How often do workers need to scan barcodes?

**APAC/EMEA/LATAM:** For clinical workers, position either the HC50 or HC20 with SE4720 scan engine

**North America:** For clinical workers, position the HC50 with SE4720 scan engine



## Customer Engagement Questions: 2 of 3

- Have you deployed or are you planning to deploy Wi-Fi 6/6E in the future? Would you like a mobile computer that's ready to take advantage of Wi-Fi 6/6E to give workers faster and more reliable access to the information they need to get the job done? *(If Wi-Fi 6E is important, position either the HC50 or the HC20 with Mobility DNA Enterprise license)*
- Do you want to extend your device's lifecycle with built-in support for Android 16 and security patches that keep your devices secure every day they are in use?
- Do you need a removable battery in order to support back-to-back shifts with a single device? Is hot swap support important? *(If the customer prefers true hot swap, position the HC50)*
- Do you want to increase worker and patient safety by enabling staff to instantly and discretely call for help during emergency situations?
- Do workers require a front-facing camera for telehealth applications? *(If the answer is yes, position the HC50)*
- Would you like to enable your whole staff to work together with easy and effective communication tools – including giving staff the ability to cover multiple roles and departments by accessing preset profiles on their devices? *(If the answer is yes, position the HC20/HC50 with Workcloud Communication, formerly Workforce Communication)*

## Customer Engagement Questions: 3 of 3

- Would you like the tools and network analytics that can help you rapidly identify, analyze and troubleshoot issues on your Wi-Fi network, before they impact workforce connectivity and productivity? *(If the answer is yes, position either the HC50 or the HC20 with the Mobility DNA Enterprise license)*
- Are you currently using hard-wired workstations in patient rooms? Could you reduce costs if your nurses could simply insert their mobile computer into a dock for a complete desktop experience? *(If the answer is yes, position the HC20/HC50 with Workstation Connect)*
- What is the impact of lost devices on your operations: IT hands-on time, replacement costs for lost devices/accessories, downtime while staff searches for missing devices and HIPAA concerns when a device is not accounted for?
- Would you like an easy way to find missing or misplaced devices, even if devices are powered down or the battery is depleted? *(If the answer is yes, offer Device Tracker license; all HC20/HC50 configurations are equipped with a BLE battery)*
- Would you like to work with a single manufacturer who can provide mobile computers, barcode scanners, label and wristband printing solutions — all purpose-built for the healthcare industry?

**Competition:**  
HC20 vs. consumer devices

# How We Win: Key Advantages over Consumer Devices

Key Business Advantage	HC20/HC50
Rugged, yet sleek with extended lifecycle	<ul style="list-style-type: none"> <li>✓ Exceeds MIL-STD 810H, published tumble spec</li> <li>✓ Streamlined form factor – thin, lightweight and ergonomic for full shift comfort</li> <li>✓ HC20: 3+3 lifecycle with LifeGuard; HC50: 4+4 lifecycle with LifeGuard</li> </ul>
Purpose built healthcare device	<ul style="list-style-type: none"> <li>✓ Healthcare grade plastics</li> <li>✓ Red Emergency Alert button</li> <li>✓ Swappable battery (HC20); True hot swappable battery (HC50)</li> </ul>
Mission-critical WLAN enterprise-grade voice	<ul style="list-style-type: none"> <li>✓ 20+ year investment in Fusion Wi-Fi supplicant / stack</li> <li>✓ 4th Generation, Voice-First architecture</li> <li>✓ 2x2 Mu-MIMO antenna</li> </ul>
Superior scanning	<ul style="list-style-type: none"> <li>✓ Built-for-purpose integrated SE4720 scan engine*</li> <li>✓ White Illumination / Green Aimer</li> <li>✓ Occasional scanning through the camera (HC20 North America)</li> <li>✓ 2.3X faster than consumer camera decoding</li> </ul>
Enterprise platform, OS ecosystem	<ul style="list-style-type: none"> <li>✓ Common Platform</li> <li>✓ Over 100 features beyond enterprise Android</li> <li>✓ Manageable OS, SMR schedules avoids “Endless Refresh”</li> </ul>
Solution extension	<ul style="list-style-type: none"> <li>✓ Workstation: take your device with you and turn it into a mobile workstation</li> <li>✓ Two-Way Radio &amp; VoIP Phone</li> <li>✓ BLE battery + optional Device Tracker license</li> </ul>

# Why consumer devices aren't built for the job



## Not disinfectant-ready

Consumer devices are not specifically designed for healthcare environments and to withstand regular cleaning with harsh disinfectants; plastics may degrade over time, increasing replacement costs

## Shorter device lifecycle

Consumer devices typically have a hardware lifecycle of just 1-2 years; support may stop once a device has reached end of sale; and security support may stop at 4 years

## Lack of control over the operating system update process

Devices may update before customers have tested their apps with the new OS

## Non-removable batteries

If a battery is not removable, organizations will need to send the entire device to a service depot when the battery is old or faulty – and devices will need to be charged between or even during shifts

## Less reliable connectivity

Consumer-grade devices are 28% more likely to experience wireless connectivity issues that impact productivity\*

## Inferior barcode scanning

A smartphone's camera is suited for occasional barcode scanning – but workers can capture barcodes up to 40% faster with up to nearly 50% less muscle work with Zebra's integrated enterprise scanning\*

## No emergency alerting

Lacks a dedicated emergency alert button; no way for staff to instantly and discretely call for help during emergency situations

## 20% more support tickets

Lack of rugged design and troubleshooting tools translates into more device downtime, more support tickets and higher support costs\*; support plans for consumer devices may lack the same level of technical expertise and escalation procedures that Zebra offers

# Fight Sheets: HC20 vs. consumer devices

## Apple iPhone 14

### Key weaknesses

- Not purpose built for healthcare – plastic housing is not disinfectant-ready and may degrade over time with exposure to frequent cleanings and harsh disinfectants required in healthcare settings
- Shorter device and support lifecycle – healthcare organizations may need to juggle a more complex mixed model deployment and refresh devices faster than they'd like to
- Apple does not offer any kind of software ecosystem
- Lacks integrated scanner – customers must either purchase a third-party sled (adds cost and bulk, lowers rugged specs) or rely on the rear-facing camera with scanning software (added costs, inferior performance, inferior ergonomics, lower productivity)
- No rugged drop and tumble specs out of the box – customers must buy a third-party rugged case (adds cost and bulk)
- No emergency alert button
- Battery is not removable – entire devices must be sent to the service depot when the battery is faulty
- Voice solutions require third-party application (needs testing and validation)
- No BLE battery option for tracking devices that are powered off/out of power
- Accessory ecosystem not designed for the enterprise/healthcare organizations

### Key strengths

- Front facing camera
- Thinner and lighter (but lacks integrated barcode scanner, ruggedness out of the box)



## Samsung Galaxy A34

### Key weaknesses

- Not purpose built for healthcare – plastic housing is not disinfectant-ready and may degrade over time with exposure to frequent cleanings and harsh disinfectants required in healthcare settings
- Shorter device and support lifecycle – healthcare organizations may need to juggle a more complex mixed model deployment and refresh devices faster than they'd like to
- Inferior software ecosystem – Samsung's software ecosystem is significantly limited compared with Mobility DNA
- Lacks integrated scanner – customers must either purchase a third-party sled (adds cost and bulk, lowers rugged specs) or rely on the rear-facing camera with scanning software (added costs, inferior performance, inferior ergonomics, lower productivity)
- No rugged drop and tumble specs out of the box – customers must buy a third-party rugged case (adds cost and bulk)
- No emergency alert button
- No Wi-Fi 6; consumer Wi-Fi radio is less robust than Zebra's
- Battery is not removable – entire devices must be sent to the service depot when the battery is faulty
- No BLE battery option for tracking devices that are powered off/out of power
- Voice solutions require third-party application (needs testing and validation)
- Accessory ecosystem not designed for the enterprise/healthcare organizations

### Key strengths

- Thinner and lighter (but lacks integrated barcode scanner, ruggedness out of the box)
- Higher resolution cameras; front facing camera





## Samsung Galaxy A54

### Key weaknesses

- Not purpose built for healthcare – plastic housing is not disinfectant-ready and may degrade over time with exposure to frequent cleanings and harsh disinfectants required in healthcare settings
- Shorter device and support lifecycle – healthcare organizations may need to juggle a more complex mixed model deployment and refresh devices faster than they'd like to
- Inferior software ecosystem – Samsung's software ecosystem is significantly limited compared with Mobility DNA
- Lacks integrated scanner – customers must either purchase a third-party sled (adds cost and bulk, lowers rugged specs) or rely on the rear-facing camera with scanning software (added costs, inferior performance, inferior ergonomics, lower productivity)
- No rugged drop and tumble specs out of the box – customers must buy a third-party rugged case (adds cost and bulk)
- No emergency alert button
- Battery is not removable – entire devices must be sent to the service depot when the battery is faulty
- No BLE battery option for tracking devices that are powered off/out of power
- Voice solutions require third-party application (needs testing and validation)
- Accessory ecosystem not designed for the enterprise/healthcare organizations

### Key strengths

- Thinner and lighter (but lacks integrated barcode scanner, ruggedness out of the box)
- Higher resolution cameras; front facing camera



# Samsung Galaxy XCover6 Pro

## Key weaknesses

- Not purpose built for healthcare – plastic housing is not disinfectant-ready and may degrade over time with exposure to frequent cleanings and harsh disinfectants required in healthcare settings
- Shorter device and support lifecycle – healthcare organizations may need to juggle a more complex mixed model deployment and refresh devices faster than they'd like to
- Inferior software ecosystem – Samsung's software ecosystem is significantly limited compared with Mobility DNA
- Lacks integrated scanner – customers must either purchase a third-party sled (adds cost and bulk, lowers rugged specs) or rely on the rear-facing camera with scanning software (added costs, inferior performance, inferior ergonomics, lower productivity)
- No emergency alert button
- No BLE battery option for tracking devices that are powered off/out of power
- Voice solutions require third-party application (needs testing and validation)
- Accessory ecosystem not designed for the enterprise/healthcare organizations

## Key strengths




- Thinner and lighter (but lacks integrated barcode scanner)
- Higher resolution cameras; front facing camera



# Feature-to-Feature Comparison: HC20 vs. consumer devices

# HC20 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC20	iPhone 14	Samsung Galaxy A34/A54	Samsung Galaxy XCover6 Pro	Why it matters
					
<b>Healthcare-specific Features</b>					
<b>Disinfectant-ready</b>	<p>Highly Disinfectant Ready; healthcare plastics – supports 30+ wipes and disinfectants</p>	No	No	No	<p>The HC20's chemical resistant healthcare plastics withstand regular cleaning with over 30 disinfectants. Zebra has led the industry, introducing healthcare grade plastics long before competitive devices.</p> <p>Consumer devices have not been specifically designed for healthcare environments; plastics may degrade over time, increasing replacement costs</p>
<b>Emergency/ Duress</b>	<p>Yes Red alert button on back of device</p>	<p>No Note: iPhone 15 Pro has a programmable Action button that can be mapped to a third-party app, but it may require hands-on configuration for each device</p>	No	No	<p>Critical for healthcare environments, the HC20 offers an easily accessible red alert button that can be pre-programmed to call security or administrators in emergency or duress situations. This gives nurses and other healthcare workers the ability to discretely and instantly call for help from anywhere in the facility.</p>

# HC20 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC20	iPhone 14	Samsung Galaxy A34/A54	Samsung Galaxy XCover6 Pro	Why it matters
					
<b>Physical</b>					
<b>Dimensions</b>	6.5 in. x 3 in. x .49 in. 165 mm x 76.3 mm x 12.5 mm	5.8 in. x 2.8 in. x .31 in. 147 mm x 71 mm x 7.8 mm	A34: 6.3 in. x 3 in. x .32 in. 161.3 mm x 78.1 mm x 8.2 mm A54: 5.6 in. x 2.7 in. x .32 in./ 158.2 mm x 76.7 mm x 8.2 mm	6.6 in. x 3.1 in. x 0.39 in. 168.8 mm x 79.9 mm x 9.9 mm	<p>While the HC20 is not thinner or lighter than consumer smartphones, it is lightweight, easy to carry and offers all the sleekness of a consumer device.</p> <p>It's important to note that Samsung and Apple devices do not include an integrated scan engine or rugged drop/tumble specs out of the box – adding a third-party scanning sled or rugged case will significantly increase the overall weight and bulk of the solution.</p>
<b>Weight</b>	SE4720: 8.4 oz./239 g No scanner: 8.3 oz./238 g	6.07 oz./172 g	A34: 7.02 oz./199 g A54: 7.12 oz./202 g	8.5 oz./240 g	
<b>Display</b>	6 in. FHD+ (2160 x 1080) 450 NITS	6.1 in. (2532 x 1170)	A34: 6.6 in. A54: 6.4 in. FHD+ (2340 x 1080)	6.6 in. FHD+ (1080 x 2408)	At 6 in. FHD+, the HC20 offers plenty of screen real estate for viewing patient data and healthcare applications. Screens are crisp and easy to read in any lighting.

# HC20 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC20	iPhone 14	Samsung Galaxy A34/A54	Samsung Galaxy XCover6 Pro	Why it matters
					

## Computing Platform

<b>Operating System</b>	Android 13 upgradeable through Android 16	iOS	Android 13	Android 12	The HC20's superior Android roadmap extends the device lifecycle.
<b>Processor</b>	Qualcomm® 5430 Hex Core; 2.1 GHz	A15 bionic	A34: 2.6 GHz octa-core A54: 2.4 GHz octa-core	Qualcomm® Snapdragon 778G octa-core (2.4 GHz, 1.8 GHz)	The HC20 can power the most demanding healthcare applications. Its Qualcomm 5430-2 processor includes long-term support for Android releases through A16 and supports premium features like multi-Gigabit Wi-Fi 6E connectivity for advanced augmented reality applications with the MDNA Enterprise License.
<b>Memory</b>	6 GB RAM 64 GB UFS Flash	6 GB RAM 128/256/512 GB Flash	A34: 8 GB RAM/256 GB Flash A54: 6 GB RAM/128 GB Flash	6 GB RAM/128 GB Flash	UFS (Universal Flash Storage) improves performance and battery consumption.
<b>Expandable Storage</b>	MicroSD up to 2 TB	No	MicroSD up to 1 TB	MicroSD up to 1 TB	The HC20 provides up to twice as much expandable storage than competitive consumer devices to meet the needs of virtually any application.

# HC20 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.





Feature	Zebra HC20	iPhone 14	Samsung Galaxy A34/A54	Samsung Galaxy XCover6 Pro	Why it matters
					

## Data Capture

<b>Barcode Scanning</b>	SE4720 1D/2D scan engine* Illumination: white Aimer: green * Integrated scanner not available in North America	No integrated enterprise scan engine option	No integrated enterprise scan engine option	No integrated enterprise scan engine option	Samsung and Apple do not offer an integrated scan engine. Customers either need to purchase a third-party scanning sled (adds cost, lowers rugged specs and is more difficult to manage) or rely on the camera for barcode scanning (requires software license, inferior performance, particularly with challenging barcodes).  <u>North America:</u> Zebra's industry-leading decode algorithms are included at no cost. Customers will need to purchase a separate software license with Apple/Samsung.
<b>Rear Camera</b>	16 MP	12 MP	A34: 48 MP A54: 50 MP	50 MP + 8 MP	The HC20's 16 MP rear camera can capture highly detailed photos to document wound healing, maintenance issues and more.
<b>Front Camera</b>	No	12 MP	A34: 13 MP A54: 32 MP	13 MP	The HC20 does not have a front facing camera. If your customer is interested in a front camera for telehealth applications, position the HC50.

# HC20 vs. Consumer Devices





**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC20	iPhone 14	Samsung Galaxy A34/A54	Samsung Galaxy XCover6 Pro	Why it matters
					
<b>Data Capture</b>					
<b>UDI Capture</b>	Yes	No	No	No	<p>Only the HC20 contains built-in UDI mode to help hospitals unlock the benefits of UDI (Unique Device Identifiers). Staff can scan all the barcodes on an item, and the HC20 automatically identifies and captures all UDI codes. For example, by capturing UDI information caregivers can instantly check to see if medical equipment has been recalled before use.</p>







# HC20 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC20	iPhone 14	Samsung Galaxy A34/A54	Samsung Galaxy XCover6 Pro	Why it matters
					
Environmental					
<b>Sealing</b>	IP65 and IP68	IP68	IP67	IP68	With IP65 and IP68 sealing, the HC20 is 100 percent dustproof, protected against jetting water and can be fully submerged in water.
<b>Drop Spec</b>	Multiple 4 ft./1.25 m drops to tile over concrete, across operating temp. range per MIL-STD 810H	None	None	5 ft./1.5 m and 5.9 ft./1.8 m drop per MIL-STD-810H (temperature range not specified)	The Samsung Galaxy A34/A54 and iPhone models lack drop and tumble specifications and will require a rugged boot accessory to add any durability. Longevity is a serious consideration, as the lack of durability can result in more downtime and more frequent device replacements.
<b>Tumble</b>	500 tumbles @ 1.6 ft./0.5 m	None	None	None	

# HC20 vs. Consumer Devices

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Feature	Zebra HC20	iPhone 14	Samsung Galaxy A34/A54	Samsung Galaxy XCover6 Pro	Why it matters
					
<b>Power</b>					
<b>Battery</b>	3800 mAh	3279 mAh	5000 mAh	4050 mAh	While the HC20 does not have the largest capacity battery, its batteries can be easily removed and replaced when needed, enabling multi-shift clinicians to stay connected.
<b>Swap</b>	Removable	NOT removable	NOT removable	Removable * Some users have reported the battery is harder to remove	Without a removable battery, a device must be taken out of service for charging. And when a battery is faulty, the entire smartphone must be sent in for service — forcing organizations to increase the size of their inventory pool of spare devices.
<b>Fast Charging</b>	Yes	Up to 50% charge in around 30 minutes	Not specified	Yes	Fast charging support protects productivity as devices are ready to go in less time.
<b>Battery Metrics/ Management</b>	Yes PowerPrecision	No	No	No	Zebra offers the most comprehensive collection of real-time battery metrics for better battery management.

# HC20 vs. Consumer Devices

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Feature	Zebra HC20	iPhone 14	Samsung Galaxy A34/A54	Samsung Galaxy XCover6 Pro	Why it matters
					
Connectivity					
<b>WWAN</b>	No	5G	5G	5G	The HC20 does not support a WWAN option. If your customers require a healthcare WWAN device, position the TC26-HC.
<b>WLAN</b>	Wi-Fi 6/6E* 802.11 a/b/g/n/ac/d/h/i/r/k/v/w/mc/ax; 2x2 MU-MIMO *Wi-Fi 6E requires MDNA Enterprise license upgrade	Wi-Fi 6 2x2 MIMO	A34: Wi-Fi 5, 2.4G+5GHz, VHT80 MIMO A54: Wi-Fi 6E, 802.11 a/b/g/n/ac/ax 2.4G+5GHz VHT80 MIMO	Wi-Fi 6E	The HC20 supports Wi-Fi 6 standard and Wi-Fi 6E with the MDNA Enterprise license. Wi-Fi 6/6E delivers greater bandwidth, more capacity and reduced latency; future proofs the network with the capacity to support augmented reality and other advanced, low latency applications. The HC20 also offers several key advantages: <ul style="list-style-type: none"> <li>• Supports 2x2 Mu-MIMO, which boosts Wi-Fi network capacity, speed and range</li> <li>• Supports more Wi-Fi protocols such as 802.11mc for locationing applications</li> <li>• Zebra offers superior Wi-Fi radio firmware that takes the quality and reliability of Wi-Fi connections to a new level (requires Mobility DNA Enterprise license)</li> </ul>

# HC20 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC20	iPhone 14	Samsung Galaxy A34/A54	Samsung Galaxy XCover6 Pro	Why it matters
					
<b>Connectivity (continued)</b>					
<b>WPAN</b>	V5.2	V5.3	V5.3	V5.2	The consumer iPhone and Samsung A34/A54 devices offer a newer Bluetooth spec; BT 5.3 is a minor improvement (improves power efficiency) and should not influence purchasing decisions.
<b>Voice/Audio</b>					
<b>Audio Features</b>	Three microphones with noise cancellation; dual speakers	Two microphones with noise cancellation; dual speakers	Two microphones with noise cancellation; dual speakers	Two microphones * Some users have reported poor audio quality with the speakerphone	With three microphones, the HC20 offers superior voice quality, ensuring staff are heard even in noisy environments — from a busy emergency room to hospital hallways and the receiving dock.

# HC20 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC20	iPhone 14	Samsung Galaxy A34/A54	Samsung Galaxy XCover6 Pro	Why it matters
					
Solutions					
<b>Device tracking</b>	Yes, with Device Tracker license (BLE battery is standard; enables device tracking when the device is powered off or out of power)	Yes, but limited consumer-oriented functionality	No	No	Zebra's Device Tracker is built for the enterprise; it's a cloud-based solution that can scale up to 100,000 devices and 5,000 sites and gives entire teams visibility into device location and status of their devices. Teams have everything they need to monitor, flag and recover devices. Managers and administrators can access reports and fleet-wide historical data to improve device utilization and procedures.
<b>Alternate display</b>	Yes with Workstation Cradle	No	No Not compatible with Samsung DeX	Samsung DeX	Workstation Connect is a powerful solution that allows users to quickly turn HC20 devices into workstations, on demand. Clinicians can access all the apps on the HC20 devices and on the corporate network on a large screen with a "desktop-like" interface.

# HC20 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC20	iPhone 14	Samsung Galaxy A34/A54	Samsung Galaxy XCover6 Pro	Why it matters
					

## Solutions (continued)

<b>Push-to-Talk (PTT)</b>	Yes with Workcloud Communication PTT Express, Pro and Premium	No	No	Basic PTT functionality available for purchase	Healthcare organizations can connect their staff with affordable walkie-talkie functionality with Zebra's optional Workcloud Communication PTT Express, Pro or Premium. Not only does it work right out of the box, since it's a Zebra Mobility DNA application, Zebra can provide superior technical support.
<b>PBX handset functionality</b>	Yes with Workcloud Communication Enterprise Voice <i>Requires MDNA Enterprise license</i>	No	No	No	The HC20 can double as a fully-featured PBX handset with the optional Workcloud Communication Enterprise Voice. The customizable interface can simplify even the most complex telephony features.
<b>Profile Manager</b>	Yes with Workcloud Communication Profile Manager	No	No	No	Workcloud Communication Profile Manager provides an easy way to dynamically switch roles at any time to accommodate scheduling issues, or demand needs.





# HC20 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC20	iPhone 14	Samsung Galaxy A34/A54	Samsung Galaxy XCover6 Pro	Why it matters
					
Accessories					
<b>Charging accessories</b>	Two-slot ShareCradle, five-slot ShareCradle, four-slot battery charger, single slot charge cradle, USB charge cable	Power adapter/wall charger	Power adapter/wall charger	5-slot cradle 1-slot cradle	The HC20 offers a comprehensive range of healthcare charging accessories, from low cost single slot charge only or communication cradles to multi-slot charge and communication cradles.
<b>Carrying accessories</b>	Disinfectant ready hand strap and carry clip	Third-party	Third-party	Third-party	Zebra's hand strap and carrying clip enhance portability. Disinfectant ready plastics can withstand frequent wipedowns with harsh cleansers.
<b>Intelligent Cabinet</b>	Yes	No	No	No	Zebra's Intelligent Cabinet solutions store, secure and manage Zebra mobile computers – significantly reducing device shrinkage and automating traditionally time-consuming asset tracking workflows.

# HC20 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC20	iPhone 14	Samsung Galaxy A34/A54	Samsung Galaxy XCover6 Pro	Why it matters
					
<b>Software</b>					
<b>Software Ecosystem</b>	Mobility DNA Professional Mobility DNA Enterprise (optional)	No	Limited, and many software tools are proprietary unlike Zebra's standard-based approach	Limited, and many software tools are proprietary unlike Zebra's standard-based approach	No other vendor offers such a <b>comprehensive ecosystem of software</b> to support rugged Android devices in the enterprise. Zebra has invested more than \$300 million in Mobility DNA and continues to invest, refining tools through multiple OS versions and thousands of deployments. Our time-tested expertise offers customers unique value with built-in utilities, applications and end-to-end enterprise solutions.



## **Competition:**

HC20 vs. fit-for-purpose healthcare devices

# Fight Sheets: HC20 vs. fit-for-purpose healthcare devices

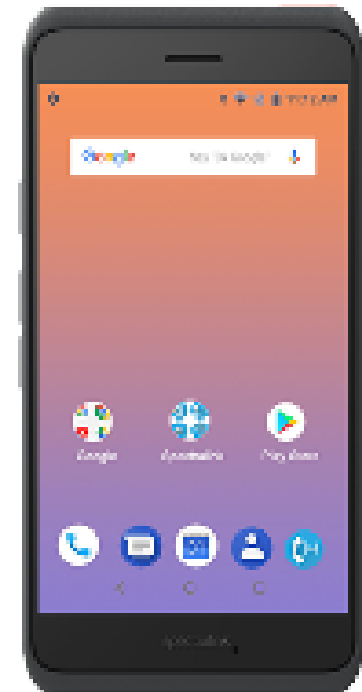
## Spectralink Versity 92

### Key weaknesses

- Older Android version (10); roadmap is not published
- Limited software ecosystem
- Inferior display: smaller and lower resolution
- Inferior computing platform: slower processor, less memory (3GB RAM max)
- Inferior wireless: no Wi-Fi 6/Wi-Fi 6E, older Bluetooth standard
- No BLE battery option for tracking devices that are powered off/out of power
- Lacks workstation solution
- Lower resolution rear-facing camera

### Key strengths

- Front facing camera



## Ascom Myco 4

### Key weaknesses

- Older Android version (12); roadmap is not published
- Limited software ecosystem
- Supports limited range of disinfectants
- Inferior display: smaller and lower resolution
- Inferior computing platform: slower processor
- Less rugged: no published drop and tumble specifications
- No BLE battery option for tracking devices that are powered off/out of power
- Lacks workstation solution
- Voice solutions require third-party application (needs testing and validation)

### Key strengths

- Hot swappable battery
- Higher resolution rear camera
- Front-facing camera



## Honeywell ScanPal EDA52

### Key weaknesses

- Older Android version (11); published roadmap only to A13
- Limited software ecosystem; not compatible with Honeywell's Mobility Edge platform
- Inferior ergonomics: thicker and heavier
- No emergency alert button
- Inferior display: smaller and lower resolution
- Inferior computing platform: slower processor, less memory (4GB RAM max)
- No Wi-Fi 6/Wi-Fi 6E
- Lacks workstation solution
- No BLE battery option for tracking devices that are powered off/out of power
- PTT requires third-party application
- Lower resolution rear-facing camera

### Key strengths

- Front-facing camera



# Honeywell CT30XP HC

## Key weaknesses

- Inferior software ecosystem: Mobility Edge is 7 years behind Mobility DNA
- No emergency alert button
- Smaller display
- Slower processor
- Lacks Wi-Fi 6E option
- Lacks workstation solution
- Lower resolution rear-facing camera

## Key strengths

- Front-facing camera
- Warm swap battery

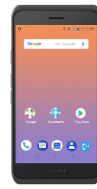


# Feature-to-Feature Comparison: HC20 vs. fit-for-purpose healthcare devices

# HC20 vs. Healthcare Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC20	Spectralink Versity 92	Ascom Myco 4	Honeywell ScanPal EDA52 HC	Honeywell CT30XP HC	Why it matters
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## Healthcare-specific Features

<b>Disinfectant-ready</b>	Supports maximum range of disinfectants	Disinfectant ready (level of support not known)	Supports limited range of disinfectants	Supports maximum range of disinfectants	Supports maximum range of disinfectants	The HC20's chemical resistant healthcare plastics withstand regular cleaning with over 30 disinfectants. Zebra has led the industry, introducing healthcare grade plastics long before competitive devices.
<b>Emergency/Duress</b>	Red alert button on back of device	Alert button	Alert button	No	No	Critical for healthcare environments, the HC20 offers an easily accessible red alert button that can be pre-programmed to call security or administrators in emergency or duress situations. This gives nurses and other healthcare workers the ability to discretely and instantly call for help from anywhere in the facility.








# HC20 vs. Healthcare Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC20	Spectralink Versity 92	Ascom Myco 4	Honeywell ScanPal EDA52 HC	Honeywell CT30XP HC	Why it matters
						
Physical						
Dimensions	6.5 in. x 3 in. x .49 in. 165 mm x 76.3 mm x 12.5 mm	5.3 in. x 2.6 in. x 0.5 in. 133 mm x 66 mm x 13 mm	6.08 in. x 2.85 in. x 0.74 in. 154.6 mm x 72.6 mm x 18.9 mm	6.3 in. x 2.9 in. x .56 in. 159 mm x 75 mm x 14.4 mm	6.06 in. x 3 in. x .49 in. 154 mm x 76 mm x 12.6 mm	An ergonomic design and advanced manufacturing and materials technology make the HC20 among the thinnest devices in this product class.
Weight	SE4720: 8.4 oz./239 g No scanner: 8.3 oz./238 g	6.4 oz./181 g	8.9 oz./253 g	9.1 oz./258 g	7.58 oz./215 g	Spectralink Versity may be lighter, but the HC20 has a 50% larger display.
Display	6 in. FHD+ (2160 x 1080) 450 NITS	4 in. WVGA (800 x 480)	5.5 in. FHD (1920 x 1080)	5.5 in. HD (1440 x 720)	5.5 in. FHD (2160 x 1080)	The HC20 has the largest, highest resolution display in this product class — screens are crisp and easy to read. Full HD+ utilizes the entire 6-inch display, providing more room to view more information.

# HC20 vs. Healthcare Devices

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Feature	Zebra HC20	Spectralink Versity 92	Ascom Myco 4	Honeywell ScanPal EDA52 HC	Honeywell CT30XP HC	Why it matters
						

## Computing Platform

<b>Operating System</b>	Android 13 upgradeable through Android 16	Android 10	Android 12	Android 11 upgradeable through Android 13	Android 11-13, committed to Android 14/15	The HC20's superior Android roadmap extends the device lifecycle.
<b>Processor</b>	Qualcomm® 5430 hex core, 2.1 GHz	Qualcomm® A53 octa-core, 1.8 GHz	Qualcomm® 6940 octa-core, 2 GHz	Qualcomm® SDSM6115 octa-core, 2.0 GHz or 1.8 GHz	Qualcomm® QCS4290/ QCM4290 octa-core, 2.0 GHz	The HC20 can power the most demanding healthcare applications. Its Qualcomm 5430-2 processor includes long-term support for Android releases through A16 and supports premium features like multi-Gigabit Wi-Fi 6E connectivity for advanced augmented reality applications with the MDNA Enterprise License.
<b>Memory</b>	6 GB RAM 64 GB UFS Flash	3 GB RAM 32 GB Flash	6 GB RAM 128 GB Flash	3 or 4 GB RAM 32 or 64 GB Flash	4 or 6 GB DDR4x RAM, 64GB UFS Flash	The HC20 offers among the highest memory and storage options. UFS (Universal Flash Storage) improves performance and battery consumption.
<b>Expandable Storage</b>	MicroSD up to 2 TB	Not supported	Not supported	Not supported	MicroSD up to 512 GB	The HC20 provides up to four times more expandable storage to meet the needs of virtually any application.

# HC20 vs. Healthcare Devices

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Feature	Zebra HC20	Spectralink Versity 92	Ascom Myco 4	Honeywell ScanPal EDA52 HC	Honeywell CT30XP HC	Why it matters
						

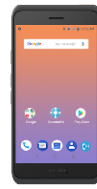
## Data Capture

Barcode Scanning	Zebra HC20	Spectralink Versity 92	Ascom Myco 4	Honeywell ScanPal EDA52 HC	Honeywell CT30XP HC	Why it matters
	SE4720 1D/2D scan engine* Illumination: white Aimer: green * Integrated scanner not available in North America	1D/2D imager; optional no scanner configurations Illumination: white Aimer: green dot	SE4720 1D/2D imager Illumination: white Aimer: green No scanner SKUs	S0703 Slim 1D/2D Imager Illumination: white Aimer: green dot	Honeywell N6700 or S0703	<p><b>North America:</b> The high-resolution camera is perfect for occasional barcode capture. Zebra's industry leading decode algorithms are included at no extra cost. With Zebra's tiered portfolio, you can position the HC50 for clinicians – its SE4720 scan engine delivers premium scanning performance.</p> <p><b>APAC/EMEA/LATAM:</b> Zebra's SE4720 scan engine and PRZM Intelligent Imaging technology provide industry-leading performance on challenging barcodes – minimizing failed scans and manual workarounds so caregivers can focus on the patient.</p> <p>The green LED aimer is safe for use throughout the hospital, including the NICU and PICU where lasers are not recommended. And white illumination can easily read barcodes on color-coded specimen trays and biopsy cassettes.</p>

# HC20 vs. Healthcare Devices

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Feature	Zebra HC20	Spectralink Versity 92	Ascom Myco 4	Honeywell ScanPal EDA52 HC	Honeywell CT30XP HC	Why it matters
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## Data Capture

<b>Rear Camera</b>	16 MP	8 MP	50 MP	13 MP	13 MP	The HC20's high resolution rear facing camera can capture highly detailed photos to document wound healing, maintenance issues and more.
<b>Front Camera</b>	No	2 MP	8 MP	5 MP	8 MP	The HC20 does not have a front facing camera. If your customer is interested in a front camera for telehealth applications, position Zebra's HC50.
<b>UDI Capture</b>	Yes	No	No	No	No	Only the HC20 contains built-in UDI mode to help hospitals unlock the benefits of UDI (Unique Device Identifiers). Staff can scan all the barcodes on an item, and the HC20 automatically identifies and captures all UDI codes. For example, by capturing UDI information caregivers can instantly check to see if medical equipment has been recalled before use.

# HC20 vs. Healthcare Devices

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Feature	Zebra HC20	Spectralink Versity 92	Ascom Myco 4	Honeywell ScanPal EDA52 HC	Honeywell CT30XP HC	Why it matters
						
Environmental						
<b>Sealing</b>	IP65 and IP68	IP65	IP68	IP67	IP67	With IP65 and IP68 sealing, the HC20 is 100 percent dustproof, protected against jetting water and can be fully submerged in water.
<b>Drop Spec</b>	Multiple 4 ft./1.25 m drops to tile over concrete, across operating temp. range per MIL-STD 810H	5 ft./1.5 m drops onto a steel plate per MIL-STD 810G	Not specified	Multiple 4.3 ft./1.3 m drops to concrete at room temp; multiple 5 ft./1.5 m drops to concrete with rubber boot; per MIL-STD 810G	Multiple 4 ft./1.2 m drops to concrete at -10°C to 50°C (14°F to 122°F) per MIL-STD 810H; 5 ft./1.5 m to concrete at room temperature per MIL-STD 810H	The HC20 offers a 4 ft./1.25 m drop spec; unlike some competing devices, the drop spec is performed across the entire operating temperature range.
<b>Tumble</b>	500 tumbles at 1.6 ft./0.5 m	1,000 tumbles at 1.6 ft./0.5 m	Not specified	550 tumbles at 1.6 ft./ 0.5 m	500 tumbles at 1.6 ft./0.5 m	The HC20 survives 500 tumbles at 1.6 ft./0.5 m.





# HC20 vs. Healthcare Devices

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Feature	Zebra HC20	Spectralink Versity 92	Ascom Myco 4	Honeywell ScanPal EDA52 HC	Honeywell CT30XP HC	Why it matters
						
<b>Power</b>						
<b>Battery</b>	3800 mAh	3040 mAh	4000 mAh	4500 mAh	3400 mAh	The HC20 strikes an optimal balance between battery capacity and device weight. It can power a full shift on a single charge, while removable batteries enable back-to-back shifts.
<b>Swap</b>	Removable	Removable	Hot swap	Removable	Warm swap	With a removable battery, devices never need to be taken out of service for charging. Position the HC50 if true hot swap capability is important to your customer.
<b>Fast Charging</b>	Yes	No	No	No	Yes	Fast charging support protects productivity as devices are ready to go in less time.
<b>Battery Metrics/ Management</b>	Yes PowerPrecision	No	No	No	Integrated diagnostic tools (limited metrics)	Zebra offers the most comprehensive collection of real-time battery metrics for better battery management.

# HC20 vs. Healthcare Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.



Feature	Zebra HC20	Spectralink Versity 92	Ascom Myco 4	Honeywell ScanPal EDA52 HC	Honeywell CT30XP HC	Why it matters
						

## Connectivity

<b>WWAN</b>	Not supported	Not supported	5G option	4G LTE	4G LTE	The HC20 does not support a WWAN option. If your customers require a healthcare WWAN device, position the TC26-HC.
<b>WLAN</b>	<p>Wi-Fi 6/6E*</p> <p>802.11 a/b/g/n/ac/d/h/i/r/k/v/w/mc/ax; 2x2 MU-MIMO</p> <p>*Wi-Fi 6E requires MDNA Enterprise license upgrade</p>	<p>Wi-Fi 5</p> <p>802.11 a/b/g/n/ac 2x2 MIMO</p>	<p>Wi-Fi 6E</p> <p>802.11 802.11 a/b/g/n/ac/ k/r/v/w/u/mc/ax</p>	<p>Wi-Fi 5</p> <p>802.11 a/b/g/n/ac/d/e/h/i/k/r/ u/w</p>	<p>Wi-Fi 6 (CT30P XON models only)</p> <p>802.11 a/b/g/n/ac/ax/d/e/h/i/k/r/ v/u/w/mc 2x2 MU-MIMO (CT30P XON models only)</p>	<p>The HC20 supports Wi-Fi 6 standard and Wi-Fi 6E with the MDNA Enterprise license. Wi-Fi 6/6E delivers greater bandwidth, more capacity and reduced latency; provides the network capacity to support augmented reality and more. The HC20 also offers several advantages:</p> <ul style="list-style-type: none"> <li>• 2x2 Mu-MIMO boosts Wi-Fi network capacity, speed and range</li> <li>• Supports more Wi-Fi protocols such as 802.11mc for locationing applications</li> <li>• Zebra offers superior Wi-Fi radio firmware that takes the quality and reliability of Wi-Fi connections to a new level (requires MDNA Enterprise)</li> </ul>

# HC20 vs. Healthcare Devices

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Feature	Zebra HC20	Spectralink Versity 92	Ascom Myco 4	Honeywell ScanPal EDA52 HC	Honeywell CT30XP HC	Why it matters
						
<b>Connectivity (continued)</b>						
<b>WPAN</b>	V5.2	V4.2	V5.2	V5.1	V5.1	The HC20 supports a newer Bluetooth version than other devices in this group. V5.2 includes the new LE audio, which minimizes the power consumption of Bluetooth audio and offers enhanced audio capabilities.
<b>Voice/Audio</b>						
<b>Audio Features</b>	Three microphones with noise cancellation; dual speakers	Three microphones with noise cancellation; dual speakers	Not specified	No microphone/speaker	Three microphones with noise cancellation; speaker	With three microphones, the HC20 offers superior voice quality, ensuring staff are heard even in noisy environments — from a busy emergency room to hospital hallways and the receiving dock.



# HC20 vs. Healthcare Devices

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Feature	Zebra HC20	Spectralink Versity 92	Ascom Myco 4	Honeywell ScanPal EDA52 HC	Honeywell CT30XP HC	Why it matters
						

## Solutions

<b>Device tracking</b>	Yes, with Device Tracker license (BLE battery is standard; enables device tracking when the device is powered off or out of power)	No	No	No	Compatible with Honeywell's Device Finder software 2 <sup>nd</sup> BLE available on select SKUs	Zebra's Device Tracker is built for the enterprise – it's a cloud-based solution that can scale up to 100,000 devices and 5,000 sites and gives entire teams visibility into device location and status of their devices. Teams have everything they need to monitor, flag and recover devices, and managers and administrators can access reports and fleet-wide historical data to improve device utilization and procedures.
<b>Alternate display</b>	Yes with Workstation Cradle	No	No	No	Display Dock (mirroring only)	Workstation Connect is a powerful solution that allows you to quickly and easily turn HC20 devices into workstations, on demand. Clinicians can access all the apps on the HC20 devices and on the corporate network on a large screen with a "desktop-like" interface.

# HC20 vs. Healthcare Devices

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Feature	Zebra HC20	Spectralink Versity 92	Ascom Myco 4	Honeywell ScanPal EDA52 HC	Honeywell CT30XP HC	Why it matters
						

## Solutions (continued)

<b>Push-to-Talk (PTT)</b>	Yes with Workcloud Communication PTT Express, Pro and Premium	Yes	No	No	Yes, supported with optional Honeywell Smart Talk	Healthcare organizations can connect their staff with affordable walkie-talkie functionality with Zebra's optional Workcloud Communication PTT Express, Pro or Premium. Not only does it work right out of the box, since it's a Zebra Mobility DNA application, Zebra can provide superior technical support.
<b>PBX handset functionality</b>	Yes with Workcloud Communication Enterprise Voice <i>Requires MDNA Enterprise license</i>	Yes	No	No	Yes, supported with optional Honeywell Smart Talk	The HC20 can double as a fully-featured PBX handset with the optional Workcloud Communication Enterprise Voice. The customizable interface can simplify even the most complex telephony features.
<b>Profile Manager</b>	Yes with Workcloud Communication Profile Manager	No	Multiline supports five extensions on one device (but lacks comprehensive profile management features)	No	No	Workcloud Communication Profile Manager provides an easy way to dynamically switch roles at any time to accommodate scheduling issues, or demand needs.

# HC20 vs. Healthcare Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC20	Spectralink Versity 92	Ascom Myco 4	Honeywell ScanPal EDA52 HC	Honeywell CT30XP HC	Why it matters
						

## Accessories

<b>Charging accessories</b>	Two-slot ShareCradle, five-slot ShareCradle, four-slot battery charger, single slot charge cradle, USB charge cable	6-bay device cradle, 6-bay battery charger, USB charger, desktop phone cradle, desktop phone cradle with battery charger	5-bay device cradle, 6-bay battery charger, desktop cradle, USB charge cable	1-bay, 4-bay, 5-bay chargers	1-bay, 4-bay, 5-bay chargers	The HC20 offers a comprehensive range of healthcare charging accessories, from low cost single slot charge only or communication cradles to multi-slot charge and communication cradles.
<b>Carrying accessories</b>	Disinfectant ready hand strap and carry clip	Lanyard, belt clip holster	Rear cover with clip	Carrying clip	Carrying clip	Zebra's hand strap and carrying clip enhance portability. Disinfectant ready plastics can withstand frequent wipedowns with harsh cleansers.
<b>Intelligent Cabinet</b>	Yes	No	No	No	No	Zebra's Intelligent Cabinet solutions store, secure and manage Zebra mobile computers – significantly reducing device shrinkage and automating traditionally time-consuming asset tracking workflows.

**Competition:**  
HC50 vs. consumer devices

# How We Win: Key Advantages over Consumer Devices

Key Business Advantage	HC20/HC50
Rugged, yet sleek with extended lifecycle	<ul style="list-style-type: none"> <li>✓ Exceeds MIL-STD 810H, published tumble spec</li> <li>• Streamlined form factor – thin, lightweight and ergonomic for full shift comfort</li> <li>• HC20: 3+3 lifecycle with LifeGuard; HC50: 4+4 lifecycle with LifeGuard</li> </ul>
Purpose built healthcare device	<ul style="list-style-type: none"> <li>✓ Healthcare grade plastics</li> <li>• Red Emergency Alert button</li> <li>• Swappable battery (HC20); True hot swappable battery (HC50)</li> </ul>
Mission-critical WLAN enterprise-grade voice	<ul style="list-style-type: none"> <li>✓ 20+ year investment in Fusion Wi-Fi supplicant / stack</li> <li>• 4th Generation, Voice-First architecture</li> <li>• 2x2 Mu-MIMO antenna</li> </ul>
Superior scanning	<ul style="list-style-type: none"> <li>✓ Built-for-purpose integrated SE4720 scan engine*</li> <li>• White Illumination / Green Aimer</li> <li>• Occasional scanning through the camera (HC20 North America)</li> <li>• 2.3X faster than consumer camera decoding</li> </ul>
Enterprise platform, OS ecosystem	<ul style="list-style-type: none"> <li>✓ Common Platform</li> <li>• Over 100 features beyond enterprise Android</li> <li>• Manageable OS, SMR schedules avoids “Endless Refresh”</li> </ul>
Solution extension	<ul style="list-style-type: none"> <li>✓ Workstation: take your device with you and turn it into a mobile workstation</li> <li>• Two-Way Radio &amp; VoIP Phone</li> <li>• BLE battery + optional Device Tracker license</li> </ul>

# Why consumer devices aren't built for the job



## Not disinfectant-ready

Consumer devices are not specifically designed for healthcare environments and to withstand regular cleaning with harsh disinfectants; plastics may degrade over time, increasing replacement costs

## Shorter device lifecycle

Consumer devices typically have a hardware lifecycle of just 1-2 years; support may stop once a device has reached end of sale; and security support may stop at 4 years

## Lack of control over the operating system update process

Devices may update before customers have tested their apps with the new OS

## Non-removable batteries

If a battery is not removable, organizations will need to send the entire device to a service depot when the battery is old or faulty – and devices will need to be charged between or even during shifts

## Less reliable connectivity

Consumer-grade devices are 28% more likely to experience wireless connectivity issues that impact productivity\*

## Inferior barcode scanning

A smartphone's camera is suited for occasional barcode scanning – but workers can capture barcodes up to 40% faster with up to nearly 50% less muscle work with Zebra's integrated enterprise scanning\*

## No emergency alerting

Lacks a dedicated emergency alert button; no way for staff to instantly and discretely call for help during emergency situations

## 20% more support tickets

Lack of rugged design and troubleshooting tools translates into more device downtime, more support tickets and higher support costs\*; support plans for consumer devices may lack the same level of technical expertise and escalation procedures that Zebra offers

# Fight Sheets: HC50 vs. consumer devices

## Apple iPhone 14

### Key weaknesses

- Not purpose built for healthcare – plastic housing is not disinfectant-ready and may degrade over time with exposure to frequent cleanings and harsh disinfectants required in healthcare settings
- Shorter device and support lifecycle – healthcare organizations may need to juggle a more complex mixed model deployment
- Apple does not offer any kind of software ecosystem
- Lacks integrated scanner – customers must either purchase a third-party sled (adds cost and bulk, lowers rugged specs) or rely on the rear-facing camera with scanning software (added costs, inferior performance, inferior ergonomics, lower productivity)
- No rugged drop and tumble specs out of the box – customers must buy a third-party rugged case (adds cost and bulk)
- No emergency alert button
- Battery is not removable – entire devices must be sent to the service depot when the battery is faulty; no hot swap support
- Voice solutions require third-party application (needs testing and validation)
- No BLE battery option for tracking devices that are powered off/out of power
- Accessory ecosystem not designed for the enterprise/healthcare organizations

### Key strengths

- Thinner and lighter (but lacks integrated barcode scanner, ruggedness out of the box)





## Samsung Galaxy S23+

### Key weaknesses

- Not purpose built for healthcare – plastic housing is not disinfectant-ready and may degrade over time with exposure to frequent cleanings and harsh disinfectants required in healthcare settings
- Shorter device and support lifecycle – healthcare organizations may need to juggle a more complex mixed model deployment
- Inferior software ecosystem – Samsung’s software ecosystem is significantly limited compared with Mobility DNA
- Lacks integrated scanner – customers must either purchase a third-party sled (adds cost and bulk, lowers rugged specs) or rely on the rear-facing camera with scanning software (added costs, inferior performance, inferior ergonomics, lower productivity)
- No rugged drop and tumble specs out of the box – customers must buy a third-party rugged case (adds cost and bulk)
- No emergency alert button
- Battery is not removable – entire devices must be sent to the service depot when the battery is faulty; no hot swap support
- No BLE battery option for tracking devices that are powered off/out of power
- Voice solutions require third-party application (needs testing and validation)
- Accessory ecosystem not designed for the enterprise/healthcare organizations

### Key strengths

- Thinner and lighter (but lacks integrated barcode scanner, ruggedness out of the box)
- Higher resolution cameras



## Samsung Galaxy S23 Ultra

### Key weaknesses

- Not purpose built for healthcare – plastic housing is not disinfectant-ready and may degrade over time with exposure to frequent cleanings and harsh disinfectants required in healthcare settings
- Shorter device and support lifecycle – healthcare organizations may need to juggle a more complex mixed model deployment
- Inferior software ecosystem – Samsung’s software ecosystem is significantly limited compared with Mobility DNA
- Lacks integrated scanner – customers must either purchase a third-party sled (adds cost and bulk, lowers rugged specs) or rely on the rear-facing camera with scanning software (added costs, inferior performance, inferior ergonomics, lower productivity)
- No rugged drop and tumble specs out of the box – customers must buy a third-party rugged case (adds cost and bulk)
- No emergency alert button
- Battery is not removable – entire devices must be sent to the service depot when the battery is faulty; no hot swap support
- No BLE battery option for tracking devices that are powered off/out of power
- Voice solutions require third-party application (needs testing and validation)
- Accessory ecosystem not designed for the enterprise/healthcare organizations

### Key strengths





- Thinner and lighter (but lacks integrated barcode scanner, ruggedness out of the box)
- Higher resolution cameras



# Feature-to-Feature Comparison: HC50 vs. consumer devices

# HC50 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC50	iPhone 14	Samsung Galaxy S23+	Samsung Galaxy S23 Ultra	Why it matters
					
<b>Healthcare-specific Features</b>					
<b>Disinfectant-ready</b>	<p>Highly Disinfectant Ready; healthcare plastics – supports 30+ wipes and disinfectants</p>	No	No	No	<p>The HC50's chemical resistant healthcare plastics withstand regular cleaning with over 30 disinfectants. Zebra has led the industry, introducing healthcare grade plastics long before competitive devices.</p> <p>Consumer devices have not been specifically designed for healthcare environments; plastics may degrade over time, increasing replacement costs.</p>
<b>Emergency/ Duress</b>	<p>Yes Red alert button on back of device</p>	<p>No Note: iPhone 15 Pro has a programmable Action button that can be mapped to a third-party app, but it may require hands-on configuration for each device</p>	No	No	<p>Critical for healthcare environments, the HC50 offers an easily accessible red alert button that can be pre-programmed to call security or administrators in emergency or duress situations. This gives nurses and other healthcare workers the ability to discretely and instantly call for help from anywhere in the facility.</p>





# HC50 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC50	iPhone 14	Samsung Galaxy S23+	Samsung Galaxy S23 Ultra	Why it matters
					
Physical					
<b>Dimensions</b>	6.5 in. x 3 in. x .49 in. 165 mm x 76.3 mm x 12.5 mm	5.8 in. x 2.8 in. x .31 in. 147 mm x 71 mm x 7.8 mm	6.21 in. x 3 in. x 0.30 in. 157.8 mm x 76.2 mm x 7.6 mm	6.4 in. x 3.1 in. x .35 in. 163.4 mm x 78.1 mm x 8.9 mm	<p>While the HC50 is not thinner or lighter than consumer smartphones, it is lightweight, easy to carry and offers all the sleekness of a consumer device.</p> <p>It's important to note that Samsung and Apple devices do not include an integrated scan engine or rugged drop/tumble specs out of the box – adding a third-party scanning sled or case will significantly increase the overall weight and bulk of the solution.</p> <p>At 6 in. FHD+, the HC50 offers plenty of screen real estate for viewing patient data and healthcare applications. Screens are crisp and easy to read in any lighting.</p>
<b>Weight</b>	8.5 oz./242 g	6.07 oz./172 g	6.9 oz./196 g	8.2 oz./234 g	
<b>Display</b>	6 in. FHD+ (2160 x 1080) 450 NITS	6.1 in. (2532 x 1170)	6.6 in. FHD+ (2340 x 1080)	6.8 in. QHD+ (3088 x 1440)	





# HC50 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC50	iPhone 14	Samsung Galaxy S23+	Samsung Galaxy S23 Ultra	Why it matters
					
Physical					
<b>Operating System</b>	Android 13 upgradeable through Android 16	iOS	Android 13	Android 13	The HC50's superior Android roadmap extends the device lifecycle.
<b>Processor</b>	Qualcomm® 5430 Hex Core, 2.1 GHz	A15 bionic	Qualcomm SM8550-AC Octa-core (1x3.36 GHz Cortex-X3 & 2x2.8 GHz Cortex-A715 & 2x2.8 GHz Cortex-A710 & 3x2.0 GHz Cortex-A510)	Octa-core 3.36GHz, 2.8GHz, 2GHz	The HC50 can power the most demanding healthcare applications. Its Qualcomm 5430-2 processor includes long-term support for Android releases through A16 and supports premium features like multi-Gigabit Wi-Fi 6E connectivity for advanced augmented reality applications with the MDNA Enterprise License.
<b>Memory</b>	8 GB RAM 128 GB UFS Flash	6 GB RAM 128/256/512 GB Flash	8 GB RAM 256 or 512 GB UFS Flash	8 GB RAM 256 GB Flash	While the HC50 offers less Flash memory than these consumer devices, it supports a MicroSD card with up to 2 TB expandable storage.
<b>Expandable Storage</b>	MicroSD up to 2 TB	Not supported	Not supported	Not supported	Only the HC50 provides expandable storage to meet the needs of virtually any application.


# HC50 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC50	iPhone 14	Samsung Galaxy S23+	Samsung Galaxy S23 Ultra	Why it matters
					
Data Capture					
<b>Barcode Scanning</b>	SE4720 1D/2D scan engine Illumination: white Aimer: green	No integrated enterprise scan engine option	No integrated enterprise scan engine option	No integrated enterprise scan engine option	<p>Zebra's SE4720 scan engine and PRZM Intelligent Imaging technology provide industry-leading performance on challenging barcodes – minimizing failed scans and manual workarounds so caregivers can focus on the patient.</p> <p>Samsung and Apple do not offer an integrated scan engine. Customers either need to purchase a third-party scanning sled (adds cost, lowers rugged specs and is more difficult to manage) or rely on the camera for barcode scanning (requires software license, inferior performance, particularly with challenging barcodes).</p>
<b>Rear Camera</b>	16 MP	12 MP + 12 MP	50 MP + 12 MP + 10 MP	200 MP + 10 MP + 12 MP + 10 MP	The HC50's 16 MP rear camera can capture highly detailed photos to document wound healing, maintenance issues and more.

# HC50 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC50	iPhone 14	Samsung Galaxy S23+	Samsung Galaxy S23 Ultra	Why it matters
					





## Data Capture (continued)

<b>Front Camera</b>	5 MP	12 MP	12 MP	12 MP	While the HC50 does not offer the highest resolution front camera in this class, its 5 MP front camera offers more than enough resolution and detail for video calling and telehealth applications.
<b>UDI Capture</b>	Yes	No	No	No	Only the HC50 contains built-in UDI mode to help hospitals unlock the benefits of UDI (Unique Device Identifiers). Staff can scan all the barcodes on an item, and the HC50 automatically identifies and captures all UDI codes. For example, by capturing UDI information caregivers can instantly check to see if medical equipment has been recalled before use.







# HC50 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC50	iPhone 14	Samsung Galaxy S23+	Samsung Galaxy S23 Ultra	Why it matters
					
Environmental					
<b>Sealing</b>	IP65 and IP68	IP68	IP68	Not specified	With IP65 and IP68 sealing, the HC50 is 100 percent dustproof, protected against jetting water and can be fully submerged in water.
<b>Drop Spec</b>	Multiple 4 ft./1.25 m drops to tile over concrete, across operating temp. range per MIL-STD 810H	Not specified	Not specified	Not specified	These Samsung Galaxy and iPhone models lack drop and tumble specifications and will require a rugged boot accessory to add any durability. Longevity is a serious consideration, as the lack of durability can result in more downtime and more frequent device replacements.
<b>Tumble</b>	500 tumbles @ 1.6 ft./0.5 m	Not specified	Not specified	Not specified	

# HC50 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC50	iPhone 14	Samsung Galaxy S23+	Samsung Galaxy S23 Ultra	Why it matters
					
Power					
<b>Battery</b>	3800 mAh	3279 mAh	4700 mAh	5000 mAh	While the HC50 does not have the largest capacity battery, its batteries can be easily removed and replaced when needed.
<b>Swap</b>	True hot swap	NOT removable	NOT removable	NOT removable	With true hot swap, clinicians and other workers can change batteries without impacting device functionality — no missed calls, no missed notifications, no lost data. Without a removable battery, these Apple and Samsung devices must be taken out of service for charging. And when a battery is faulty, the entire smartphone must be sent in for service — forcing organizations to increase the size of their inventory pool of spare devices.
<b>Fast Charging</b>	Yes	Up to 50% charge in around 30 minutes	Up to 65% in 30 minutes	Not specified	Fast charging support protects productivity as devices are ready to go in less time.
<b>Battery Metrics/ Management</b>	Yes PowerPrecision	No	No	No	Zebra offers the most comprehensive collection of real-time battery metrics for better battery management.

# HC50 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.





Feature	Zebra HC50	iPhone 14	Samsung Galaxy S23+	Samsung Galaxy S23 Ultra	Why it matters
					

## Connectivity

<b>WWAN</b>	Not supported	5G	5G	5G	The HC50 does not support a WWAN option. If your customers require a healthcare WWAN device, position the TC26-HC.
<b>WLAN</b>	Wi-Fi 6E 802.11 a/b/g/n/ac/d/h/i/r/k/v/w/mc/ax; 2x2 MU-MIMO	Wi-Fi 6 2x2 MIMO	Wi-Fi 6E 802.11 a/b/g/n/ac/ax	Wi-Fi 6 802.11 a/b/g/n/ac/ax	<p>The HC50 supports Wi-Fi 6E, which delivers greater bandwidth, more capacity and reduced latency. Wi-Fi 6E provides the network capacity to support augmented reality and more.</p> <p>The HC50 also offers several advantages:</p> <ul style="list-style-type: none"> <li>• 2x2 Mu-MIMO boosts Wi-Fi network capacity, speed and range</li> <li>• Supports more Wi-Fi protocols such as 802.11mc for locationing applications</li> <li>• Zebra offers superior Wi-Fi radio firmware that takes the quality and reliability of Wi-Fi connections to a new level</li> </ul>




# HC50 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC50	iPhone 14	Samsung Galaxy S23+	Samsung Galaxy S23 Ultra	Why it matters
					
<b>Connectivity (continued)</b>					
WPAN	V5.2	V5.3	V5.3	V5.3	Consumer iPhone and Samsung devices offer a newer Bluetooth spec; BT 5.3 is a minor improvement (improves power efficiency) and should not influence purchasing decisions.
<b>Voice/Audio</b>					
Audio Features	Three microphones with noise cancellation; dual speakers	Two microphones with noise cancellation; dual speakers	Three microphones with noise cancellation; dual speakers	Three microphones with noise cancellation; dual speakers	With three microphones, the HC50 offers superior voice quality, ensuring staff are heard even in noisy environments — from a busy emergency room to hospital hallways and the receiving dock.


# HC50 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC50	iPhone 14	Samsung Galaxy S23+	Samsung Galaxy S23 Ultra	Why it matters
					
Solutions					
<b>Device tracking</b>	Yes, with Device Tracker license (BLE battery is standard; enables device tracking when the device is powered off or out of power)	Yes, but limited consumer-oriented functionality	Not supported	Not supported	Zebra's Device Tracker is built for the enterprise; it's a cloud-based solution that can scale up to 100,000 devices and 5,000 sites and gives entire teams visibility into device location and status of their devices. Teams have everything they need to monitor, flag and recover devices. Managers and administrators can access reports and fleet-wide historical data to improve device utilization and procedures.
<b>Alternate display</b>	Yes with Workstation Cradle	No	Samsung DeX	Samsung DeX	Workstation Connect is a powerful solution that allows you to quickly and easily turn HC50 devices into workstations, on demand. Clinicians can access all the apps on the HC50 devices and on the corporate network on a large screen with a "desktop-like" interface.

# HC50 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.





Feature	Zebra HC50	iPhone 14	Samsung Galaxy S23+	Samsung Galaxy S23 Ultra	Why it matters
					

## Solutions (continued)

<b>Push-to-Talk (PTT)</b>	Yes with Workcloud Communication PTT Express, Pro and Premium	No	No	No	Healthcare organizations can connect their staff with affordable walkie-talkie functionality with Zebra’s optional Workcloud Communication PTT Express, Pro or Premium. Not only does it work right out of the box, since it’s a Zebra Mobility DNA application, Zebra can provide superior technical support.
<b>PBX handset functionality</b>	Yes with Workcloud Communication Enterprise Voice	No	No	No	The HC50 can double as a fully-featured PBX handset with the optional Workcloud Communication Enterprise Voice. The customizable interface can simplify even the most complex telephony features.
<b>Profile Manager</b>	Yes with Workcloud Communication Profile Manager	No	No	No	Workcloud Communication Profile Manager provides an easy way to dynamically switch roles at any time to accommodate scheduling issues, or demand needs.





# HC50 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC50	iPhone 14	Samsung Galaxy S23+	Samsung Galaxy S23 Ultra	Why it matters
					
<b>Accessories</b>					
<b>Charging accessories</b>	Two-slot ShareCradle, five-slot ShareCradle, four-slot battery charger, single slot charge cradle, USB charge cable	Power adapter/wall charger	Power adapter/wall charger	Power adapter/wall charger	The HC50 offers a comprehensive range of healthcare charging accessories, from low cost single slot charge only or communication cradles to multi-slot charge and communication cradles.
<b>Carrying accessories</b>	Disinfectant ready hand strap and carry clip	Third-party	Third-party	Third-party	Zebra's hand strap and carrying clip enhance portability. Disinfectant ready plastics can withstand frequent wipedowns with harsh cleansers.
<b>Intelligent Cabinet</b>	Yes	No	No	No	Zebra's Intelligent Cabinet solutions store, secure and manage Zebra mobile computers – significantly reducing device shrinkage and automating traditionally time-consuming asset tracking workflows.

# HC50 vs. Consumer Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC50	iPhone 14	Samsung Galaxy S23+	Samsung Galaxy S23 Ultra	Why it matters
					
<b>Software</b>					
<b>Software Ecosystem</b>	Mobility DNA (Full)	No	Limited, and many software tools are proprietary unlike Zebra's standard-based approach	Limited, and many software tools are proprietary unlike Zebra's standard-based approach	No other vendor offers such a <b>comprehensive ecosystem of software</b> to support rugged Android devices in the enterprise. Zebra has invested more than \$300 million in Mobility DNA and continues to invest, refining tools through multiple OS versions and thousands of deployments. Our time-tested expertise offers customers unique value with built-in utilities, applications and end-to-end enterprise solutions.



## **Competition:**

HC50 vs. fit-for-purpose healthcare devices

# Fight Sheets: HC50 vs. fit-for-purpose healthcare devices

## Spectralink Versity 96

### Key weaknesses

- Older Android version (10); roadmap is not published
- Limited software ecosystem
- Inferior display: smaller and lower resolution
- Inferior computing platform: older processor, less memory (4GB RAM max)
- Lower performing scan engine (SE4710 vs. SE4720)
- Red illumination LEDs and amber aimer can be less suited for healthcare environments
- Inferior wireless: no Wi-Fi 6 or Wi-Fi 6E
- Inferior ergonomics: thicker
- No BLE battery option for tracking devices that are powered off/out of power
- Lacks workstation solution
- Lower resolution rear-facing camera
- 2<sup>nd</sup> battery for hot-swap will require servicing over time

### Key strengths

- 6 ft./1.8 m drop spec – but temperature range is not specified; and there's no published tumble spec



## Ascom Myco 4

### Key weaknesses

- Older Android version (12); roadmap is not published
- Limited software ecosystem
- Supports limited range of disinfectants
- Inferior display: smaller and lower resolution
- Inferior computing platform: slower processor, less memory (6GB RAM max)
- Less rugged: no published drop and tumble specifications
- No BLE battery option for tracking devices that are powered off/out of power
- Lacks workstation solution
- Voice solutions require third-party application (needs testing and validation)

### Key strengths

- Higher resolution rear and front facing cameras



# Honeywell CT40 HC/CT40XP HC

## Key weaknesses

- Inferior software ecosystem: Mobility Edge is 7 years behind Mobility DNA
- No emergency alert button
- Smaller display
- Inferior computing platform: older and slower processor; less memory (4GB RAM max)
- Lacks Wi-Fi 6/6E option
- Inferior ergonomics: thicker and heavier
- Lacks workstation solution
- Lacks front-facing camera for telehealth applications
- Lower resolution rear-facing camera

## Key strengths

- None identified



## Datalogic Memor 20-HC

### Key weaknesses

- Older Android version (9); roadmap is not published
- Limited software ecosystem
- Supports limited range of disinfectants; approximately 10 (compared with 30+ for HC50)
- No emergency alert button
- Inferior computing platform: older and slower processor; less memory (4GB RAM max)
- Lacks Wi-Fi 6/6E option
- Inferior ergonomics: thicker and heavier
- Does not support hot swap (device must be placed into battery swap mode)
- No BLE battery option for tracking devices that are powered off/out of power
- Lacks workstation solution
- Voice solutions require third-party application (needs testing and validation)
- Lower resolution rear-facing camera

### Key strengths

- Higher resolution front-facing camera
- Higher tumble specification



# Feature-to-Feature Comparison: HC50 vs. fit-for-purpose healthcare devices

# HC50 vs. Healthcare Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC50	Spectralink Versity 96	Ascom Myco 4	Honeywell CT40 HC/CT40 XP HC	Datalogic Memor 20-HC	Why it matters
						

## Healthcare-specific Features

<b>Disinfectant-ready</b>	Supports maximum range of disinfectants	Supports maximum range of disinfectants	Supports limited range of disinfectants	Supports maximum range of disinfectants	Supports limited range of disinfectants (approximately 10)	The HC50's chemical resistant healthcare plastics withstand regular cleaning with over 30 disinfectants. Zebra has led the industry, introducing healthcare grade plastics long before competitive devices.
<b>Emergency/Duress</b>	Red alert button on back of device	Red alert button on top of device	Alert button	No	No	Critical for healthcare environments, the HC50 offers an easily accessible red alert button that can be pre-programmed to call security or administrators in emergency or duress situations. This gives nurses and other healthcare workers the ability to discretely and instantly call for help from anywhere in the facility.



# HC50 vs. Healthcare Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC50	Spectralink Versity 96	Ascom Myco 4	Honeywell CT40 HC/CT40 XP HC	Datalogic Memor 20-HC	Why it matters
						
Physical						
Dimensions	6.5 in. x 3 in. x .49 in. 165 mm x 76.3 mm x 12.5 mm	6 in. x 2.99 in. x .67 in. 153 mm x 76 mm x 17 mm	6.08 in. x 2.85 in. x 0.74 in. 154.6 mm x 72.6 mm x 18.9 mm	6.4 in. x 3.0 in. x 0.7 in. 162 mm x 77 mm x 18.2 mm	6.7 in. x 3.1 in. x 0.76 in. 170 mm x 79 mm x 19 mm	An ergonomic design and advanced manufacturing and materials technology make the HC50 thinner than other enterprise healthcare devices in its class.
Weight	8.5 oz./242 g	7.5 oz./214 g	8.9 oz./253 g	CT40 HC: 9.98 oz./278 g CT40 XP HC: 10.1 oz./289 g	10.4 oz./295 g	The HC50 is lightweight and easy to carry and use, even over long shifts. It is significantly lighter than both Honeywell and Datalogic devices.
Display	6 in. FHD+ (2160 x 1080) 450 NITS	5.2 in. HD (1920 x 1080)	5.5 in. FHD (1920 x 1080)	CT40 HC: 5.0 in. HD (1280 x 720) CT40 XP HC: 5.0 in. FHD (1920 x 1080)	5.7 in. FHD (2160 x 1080)	The HC50 has the largest, highest resolution display in this product class — screens are crisp and easy to read. Full HD+ utilizes the entire 6-inch display, providing more room to view more information.

# HC50 vs. Healthcare Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC50	Spectralink Versity 96	Ascom Myco 4	Honeywell CT40 HC/CT40 XP HC	Datalogic Memor 20-HC	Why it matters
						
Computing Platform						
<b>Operating System</b>	Android 13 upgradeable through Android 16	Android 10	Android 12	CT40 HC: Android 8-11 CT40 XP HC: Android 9 - 13	Android 9	The HC50's superior Android roadmap extends the device lifecycle.
<b>Processor</b>	Qualcomm® 5430 Hex Core, 2.1 GHz	Qualcomm® SD660 octa-core, 2.2 GHz or 1.8 GHz	Qualcomm® 6940 octa-core, 2 GHz	Qualcomm® SD660 octa-core, 2.2 GHz	Qualcomm® SD660 octa-core, 2.2 GHz	The HC50 can power the most demanding healthcare applications. Its Qualcomm 5430-2 processor includes long-term support for Android releases through A16 and supports premium features like multi-Gigabit Wi-Fi 6E connectivity for advanced augmented reality applications.
<b>Memory</b>	8 GB RAM 128 GB UFS Flash	4 GB RAM 64 GB Flash	6 GB RAM 128 GB Flash	4 GB RAM 32 GB Flash	4 GB RAM 64 GB eMMC Flash	The HC50 offers the highest memory and storage options. UFS (Universal Flash Storage) improves performance and battery consumption.
<b>Expandable Storage</b>	MicroSD up to 2 TB	Not supported	Not supported	MicroSD up to 512 GB	Not supported	The HC50 provides up to four times more expandable storage to meet the needs of virtually any application.

# HC50 vs. Healthcare Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC50	Spectralink Versity 96	Ascom Myco 4	Honeywell CT40 HC/CT40 XP HC	Datalogic Memor 20-HC	Why it matters
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## Data Capture

<b>Barcode Scanning</b>	SE4720 1D/2D scan engine Illumination: white Aimer: green	SE4710 scanner (9653 version) Illumination: red Aimer: amber No scanner option	SE4720 1D/2D imager Illumination: white Aimer: green No scanner SKUs	N6700 1D/2D imager Illumination: white Aimer: green	Halogen DE2102 1D/2D imager Illumination: white Aimer: green	<p>Zebra's SE4720 scan engine and PRZM Intelligent Imaging technology provide industry-leading performance on challenging barcodes – minimizing failed scans and manual workarounds so caregivers can focus on the patient.</p> <p>The green LED aimer is safe for use throughout the hospital, including the NICU and PICU where lasers are not recommended. And white illumination can easily read barcodes on color-coded specimen trays and biopsy cassettes.</p> <p>Spectralink's red illumination LEDs can wash out barcodes on color-coded specimen trays and biopsy cassettes, making them harder to scan. In addition, the red light may trigger PTSD episodes in some patients.</p>
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# HC50 vs. Healthcare Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.






Feature	Zebra HC50	Spectralink Versity 96	Ascom Myco 4	Honeywell CT40 HC/CT40 XP HC	Datalogic Memor 20-HC	Why it matters
						

## Data Capture (continued)

<b>Rear Camera</b>	16 MP	13 MP	50 MP	13 MP	13 MP	The HC50's high resolution rear facing camera can capture highly detailed photos to document wound healing, maintenance issues and more.
<b>Front Camera</b>	5 MP	8 MP	8 MP	Not supported	8 MP	While the HC50 does not offer the highest resolution front camera in this class, its 5 MP front camera offers more than enough resolution and detail for video calling and telehealth applications.
<b>UDI Capture</b>	Yes	No	No	No	No	Only the HC50 contains built-in UDI mode to help hospitals unlock the benefits of UDI (Unique Device Identifiers). Staff can scan all the barcodes on an item, and the HC50 automatically identifies and captures all UDI codes. For example, by capturing UDI information caregivers can instantly check to see if medical equipment has been recalled before use.

# HC50 vs. Healthcare Devices

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Feature	Zebra HC50	Spectralink Versity 96	Ascom Myco 4	Honeywell CT40 HC/CT40 XP HC	Datalogic Memor 20-HC	Why it matters
						
Environmental						
<b>Sealing</b>	IP65 and IP68	IP68	IP68	CT40 HC: IP64 CT40 XP HC: IP65/IP67	IP65/IP67	With IP65 and IP68 sealing, the HC50 is 100 percent dustproof, protected against jetting water and can be fully submerged in water.
<b>Drop Spec</b>	Multiple 4 ft./1.25 m drops to tile over concrete, across operating temp. range per MIL-STD 810H	Multiple 6 ft./1.8 drops onto steel plate per MIL-STD 810G	Not specified	Multiple 4 ft./1.2 m drops to concrete at -10° C to 50° C (14° F to 122° F)	4 ft/1.2 m drops to concrete per MIL-STD 810G; 6 ft./1.8 m with rubber boot	The HC50 offers a 4 ft./1.25 m drop spec; unlike some competing devices, the drop spec is performed across the entire operating temperature range.
<b>Tumble</b>	500 tumbles at 1.6 ft./0.5 m	Not specified	Not specified	1,000 tumbles at 1.6 ft./0.5m	600 tumbles at 1.6 ft./0.5 m 1,000 tumbles with rubber boot	The HC50 survives 500 tumbles at 1.6 ft./0.5 m.






# HC50 vs. Healthcare Devices

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Feature	Zebra HC50	Spectralink Versity 96	Ascom Myco 4	Honeywell CT40 HC/CT40 XP HC	Datalogic Memor 20-HC	Why it matters
						
<b>Power</b>						
<b>Battery</b>	3800 mAh	3020 mAh	4000 mAh	4020 mAh	4100 mAh	The HC50 strikes an optimal balance between battery capacity and device weight. It can power a shift on a single charge – while hot swappable batteries enable back-to-back shifts.
<b>Swap</b>	True hot swap	Hot swap Requires 2 <sup>nd</sup> internal battery that may need servicing over time	Hot swap	CT40 XP HC: hot swap	Warm swap only (device must be put into battery swap mode first)	With true hot swap, clinicians and other workers can change batteries without impacting device functionality — no missed calls, no missed notifications, no lost data  Spectralink's hot swap capability is achieved via a second internal battery — this battery will need to be replaced via service after a couple of years to maintain the charge needed for hot swap; Zebra does not have this limitation.

# HC50 vs. Healthcare Devices

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Feature	Zebra HC50	Spectralink Versity 96	Ascom Myco 4	Honeywell CT40 HC/CT40 XP HC	Datalogic Memor 20-HC	Why it matters
						
<b>Power (continued)</b>						
<b>Fast Charging</b>	Yes	No	No	No	15 W wireless fast charging	Fast charging support protects productivity as devices are ready to go in less time.
<b>Battery Metrics/ Management</b>	Yes PowerPrecision	No	No	Integrated diagnostic tools (limited metrics)	No	Zebra offers the most comprehensive collection of real-time battery metrics for better battery management.
<b>Connectivity</b>						
<b>WWAN</b>	Not supported	4G LTE option	5G option	4G LTE option	4G LTE option	The HC50 does not support a WWAN option. If your customers require a healthcare WWAN device, position the TC26-HC.

# HC50 vs. Healthcare Devices

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Feature	Zebra HC50	Spectralink Versity 96	Ascom Myco 4	Honeywell CT40 HC/CT40 XP HC	Datalogic Memor 20-HC	Why it matters
						






## Connectivity

<b>WLAN</b>	Wi-Fi 6E 802.11 a/b/g/n/ac/d/h/i/r/k/v/w/mc/ax; 2x2 MU-MIMO	Wi-Fi 5 802.11 a/b/g/n/d/h/i/k/r/u/ac 2x2 MIMO	Wi-Fi 6E 802.11 802.11 a/b/g/n/ac/k/r/v/w/u/mc/ax	Wi-Fi 5 802.11 a/b/g/n/ac/d/e/h/i/k/r/u/w 2x2 MIMO	Wi-Fi 5 802.11 a/b/g/n/ac/d/e/h/k/r/v/w 2x2 MIMO	The HC50 is among the only devices in this class to support Wi-Fi 6E. Wi-Fi 6E delivers greater bandwidth, more capacity and reduced latency; provides the network capacity to support augmented reality and more. The HC50 also offers several advantages: <ul style="list-style-type: none"> <li>• 2x2 Mu-MIMO boosts Wi-Fi network capacity, speed and range</li> <li>• Supports more Wi-Fi protocols such as 802.11mc for locationing applications</li> <li>• Zebra offers superior Wi-Fi radio firmware that takes the quality and reliability of Wi-Fi connections to a new level</li> </ul>
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# HC50 vs. Healthcare Devices

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Feature	Zebra HC50	Spectralink Versity 96	Ascom Myco 4	Honeywell CT40 HC/CT40 XP HC	Datalogic Memor 20-HC	Why it matters
						
<b>Connectivity (continued)</b>						
<b>WPAN</b>	V5.2	V5	V5.2	V5	V5	The HC50 supports a newer Bluetooth version than most other devices in this group. V5.2 includes the new LE audio, which minimizes the power consumption of Bluetooth audio and offers enhanced audio capabilities.
<b>Voice/Audio</b>						
<b>Audio features</b>	Three microphones with noise cancellation; dual speakers	Three microphones with noise cancellation; dual speakers	Not specified	Two microphones; dual speakers	Not supported	With three microphones, the HC50 offers superior voice quality, ensuring staff are heard even in noisy environments — from a busy emergency room to hospital hallways and the receiving dock.

# HC50 vs. Healthcare Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC50	Spectralink Versity 96	Ascom Myco 4	Honeywell CT40 HC/CT40 XP HC	Datalogic Memor 20-HC	Why it matters
						

## Solutions

<b>Device tracking</b>	Yes, with Device Tracker license (BLE battery is standard; enables device tracking when the device is powered off or out of power)	Not supported	Not supported	CT40 XP HC: Yes with secondary BLE	Not supported	Zebra's Device Tracker is built for the enterprise – it's a cloud-based solution that can scale up to 100,000 devices and 5,000 sites and gives entire teams visibility into device location and status of their devices. Teams have everything they need to monitor, flag and recover devices, and managers and administrators can access reports and fleet-wide historical data to improve device utilization and procedures.
<b>Alternate display</b>	Yes with Workstation Cradle	Not supported	Not supported	Display Dock (mirroring only)	Not supported	Workstation Connect is a powerful solution that allows you to quickly and easily turn HC50 devices into workstations, on demand. Clinicians can access all the apps on the HC50 devices and on the corporate network on a large screen with a "desktop-like" interface.

# HC50 vs. Healthcare Devices

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Feature	Zebra HC50	Spectralink Versity 96	Ascom Myco 4	Honeywell CT40 HC/CT40 XP HC	Datalogic Memor 20-HC	Why it matters
						

## Solutions (continued)

<b>Push-to-Talk (PTT)</b>	Yes with Workcloud Communication PTT Express, Pro and Premium	Yes	Not supported	Yes, supported with optional Honeywell Smart Talk	Yes, with third-party application	Healthcare organizations can connect their staff with affordable walkie-talkie functionality with Zebra's optional Workcloud Communication PTT Express, Pro or Premium. Not only does it work right out of the box, since it's a Zebra Mobility DNA application, Zebra can provide superior technical support.
<b>PBX handset functionality</b>	Yes with Workcloud Communication Enterprise Voice	Yes	Not supported	Yes, supported with optional Honeywell Smart Talk	Not supported	The HC50 can double as a fully-featured PBX handset with the optional Workcloud Communication Enterprise Voice. The customizable interface can simplify even the most complex telephony features.
<b>Profile Manager</b>	Yes with Workcloud Communication Profile Manager	No	Multiline supports five extensions on one device (but lacks comprehensive profile management)	No	No	Workcloud Communication Profile Manager provides an easy way to dynamically switch roles at any time to accommodate scheduling issues, or demand needs.

# HC50 vs. Healthcare Devices

**Yellow shading** indicates the best specification among products in this chart. Competitive information is based on publicly available information at time of publication.

Feature	Zebra HC50	Spectralink Versity 96	Ascom Myco 4	Honeywell CT40 HC/CT40 XP HC	Datalogic Memor 20-HC	Why it matters
						
Accessories						
<b>Charging accessories</b>	Two-slot ShareCradle, five-slot ShareCradle, four-slot battery charger, single slot charge cradle, USB charge cable	Modular multi-charger system, 2-bay desktop battery charger, desktop cradle (device and spare battery)	5-bay device cradle, 6-bay battery charger, desktop cradle, USB charge cable	1-bay, 4-bay, 5-bay chargers	3-slot dock, single-slot dock, 4-slot battery charger, also supports Qi chargers	The HC50 offers a comprehensive range of healthcare charging accessories, from low cost single slot charge only or communication cradles to multi-slot charge and communication cradles.
<b>Carrying accessories</b>	Disinfectant ready hand strap and carry clip	Belt clip	Rear cover with clip	Carrying clip	Not specified	Zebra's hand strap and carrying clip enhance portability. Disinfectant ready plastics can withstand frequent wipedowns with harsh cleansers.
<b>Intelligent Cabinet</b>	Yes	No	No	No	No	Zebra's Intelligent Cabinet solutions store, secure and manage Zebra mobile computers – significantly reducing device shrinkage and automating traditionally time-consuming asset tracking workflows.

# **Selling against Honeywell**

# Zebra Mobility DNA vs. Honeywell Mobility Edge

# An earlier Android commitment – and more expertise



## Nearly a decade of proactive commitment.

Zebra recognized the potential advantages of Android in the enterprise and committed to Android in 2011. As a result, we have more expertise in developing, enhancing and delivering software to make Android more 'enterprise-ready'.



## Long-term major investment in Mobility DNA.

We have invested more than \$300 million in Mobility DNA and continue to invest, refining tools through multiple OS versions and thousands of deployments. Our time-tested expertise offers customers unique value with built-in utilities, applications and end-to-end enterprise solutions.



## Powerful platform approach.

All Zebra Android mobile computers support a substantial number of Mobility DNA applications. And all Zebra product families support some or all of their DNA family of apps – DataCapture DNA for scanners and Print DNA for printers.



## Reactive commitment.

Honeywell released Mobility Edge and committed to Android after a major market driver for Android was announced by Microsoft — the end of support for Microsoft Windows Mobile and CE.



## Newer software, less 'tried-and-true'.

Honeywell released Mobility Edge in late 2017 and has announced Mobility Edge tools before they are available.



## No platform approach.

Honeywell is developing Mobility Edge in piecemeal fashion, across multiple chipsets, with varying committed lifecycle availability and support — making it more complex for customers who want to deploy multiple products.

# Zebra Mobility DNA vs. Honeywell Mobility Edge

	Zebra Mobility DNA	Honeywell Mobility Edge
<b>INTEGRATE</b>		
<b>Development Tools</b>	<b>EMDK</b> Full device development	<b>Honeywell SDK</b> Limited: Scanning APIs only
	<b>Enterprise Browser (+EAC/DOM injection)</b> Fully configurable browser for native application look/feel Includes Enterprise Application Configurator (EAC) to simplify DOM injection at no additional cost	<b>Honeywell Enterprise Browser</b> Does not include DOM injection
	<b>VisibilityIQ API</b> Integrate unique, actionable insights on device inventory, health, and utilization into customer business systems	No documented APIs available
<b>SECURE</b>		
<b>Staging</b>	<b>Mx</b> Layer of enterprise features for robust security, management	<b>Mobility Edge</b> Limited: Fewer enterprise features



# Zebra Mobility DNA vs. Honeywell Mobility Edge

	Zebra Mobility DNA	Honeywell Mobility Edge
<b>SECURE (continued)</b>		
<b>OS Support</b>	<b>LifeGuard for Android</b> Monthly (current OS, security), quarterly (maintenance and security previous OS), rollback support, cumulative (LG3), unique OS transition period, committed Android 16 support * Available with Zebra OneCare maintenance plan	<b>Mobility Edge/Sentinel</b> Limited: quarterly, sequential updates; inconsistent support across models (varying number of Android releases and years of support); frequency of regular updates is unpredictable (at times, there are long gaps between releases)
<b>Lockdown</b>	<b>Enterprise Home Screen</b> Comprehensive security set	<b>Honeywell Launcher</b> Limited: Not as many security options (e.g. no USB debugging or blocked access to file system)
<b>GMS disable</b>	<b>GMS Restricted Mode</b> Configuration of Google Services	No available solution
<b>DEPLOY</b>		
<b>Staging</b>	<b>StageNow</b> Freely available; doesn't require EMM	<b>Staging Hub</b> On par with Zebra
<b>EMM enrollment</b>	<b>Zebra Zero Touch</b> Zebra Zero Touch Service for Google enrollment	<b>Zero Touch</b> No Google enrollment service

# Zebra Mobility DNA vs. Honeywell Mobility Edge

	Zebra Mobility DNA	Honeywell Mobility Edge
<b>MANAGE</b>		
<b>Diagnostics</b>	<b>Device Diagnostics</b> Full hardware diagnostics	<b>Device Diagnostics</b> Limited: Basic hardware check
<b>Device Locationing</b>	<b>Device Tracker</b> Device accountability, loss prevention, and quick recovery	<b>Device Finder</b> Limited: Basic device recovery
<b>Connectivity Insights</b>	<b>Wireless Insights</b> Part of IT infrastructure monitoring solutions from Aruba, Mist and Extreme, enabling instant visibility of mobile device data, voice and roaming *HC20: available with optional Zebra Mobility DNA Enterprise license	No solution
<b>Connectivity Analysis</b>	<b>Wireless Analyzer</b> Advanced, in device Wi-Fi network analysis tool for data, roaming and voice analysis * HC20: available with optional Zebra Mobility DNA Enterprise license	Limited: Basic Wi-Fi diagnostics

# Zebra Mobility DNA vs. Honeywell Mobility Edge

	Zebra Mobility DNA	Honeywell Mobility Edge
<b>MANAGE (continued)</b>		
<b>Trouble-shooting</b>	<b>RxLogger</b> A freely available built-in troubleshooting service	No solution
<b>Battery Management</b>	<b>PowerPrecision</b> On-device state of health, battery API's for off device collection of battery health	Limited: On-device simple battery gauge
<b>EMM Enablement</b>	<b>OEMConfig</b> Interface for Zebra Mx API's  <b>Remote Control API's</b> Secure remote control  <b>Staging API</b> StageNow integration into EMM  <b>LifeGuard OTA</b> Automated Android updates delivered over-the-air	<b>OEMConfig</b> Interface for Honeywell API's  <b>Smart Device Suite Platform</b> EMM solution for use within China
<b>Analytics</b>	<b>VisibilityIQ</b> Provides insights and actionable recommendations for device inventory and health, historical trends to aid planning and historical analytics to assist in business operations	<b>Operational Intelligence</b> Independent portal available for purchase

# Zebra Mobility DNA vs. Honeywell Mobility Edge

	Zebra Mobility DNA	Honeywell Mobility Edge
<b>OPTIMIZE</b>		
<b>Connectivity Performance</b>	<b>Wireless Fusion</b> Optimized to perform better than standard Android * HC20: available with optional Zebra Mobility DNA Enterprise license	No documented advanced capabilities
<b>Peripheral Management</b>	<b>Device Central</b> Bluetooth pairing and connection utility for users with shared printers, headsets and scanners	Limited support only for Honeywell Wireless Tether
<b>Data Capture</b>	<b>NG Simulscan</b> Multi-Barcode: capture up to 100 barcodes in a single scan /any barcode, specific barcodes, changing or fixed quantity); document capture: easily capture and crop image of documents * HC20: available with optional Zebra Mobility DNA Enterprise license	Limited: Multi-Barcode up to 10 barcodes; no document capture feature
<b>Data Capture</b>	<b>OCR Wedge</b> On-device, fine-tuned for six use cases: TIN, VIN, license plate, IDs, meters, and containers	Limited: phone number and zip code

# Zebra Mobility DNA vs. Honeywell Mobility Edge

	Zebra Mobility DNA	Honeywell Mobility Edge
<b>OPTIMIZE (continued)</b>		
TE	<b>TekTerm for Android</b> Terminal emulation including SAP	No solution
TE	<b>All Touch Terminal Emulation</b> Fully-featured flexible terminal emulation solution for Zebra mobile computers	<b>Honeywell SmartTE</b> On par with Zebra
TE	<b>Terminal Emulation Lite</b> Simplified feature set terminal emulation solution	<b>Honeywell BasicTE</b> On par with Zebra
<b>OTHER</b>		
<b>Cloud-based portal for managing tools</b>	<b>DNA Cloud</b> A unified cloud-based interface that makes it easy to deploy, configure and manage the full portfolio of Mobility DNA tools	Limited availability: Comparable solution is available in China, but is not available globally

# **Sales Tools and Resources**

# Sales Enablement Tools

## Internal Zebra Tools

## Partner Tools

## External Tools

Product beauty/application photography	Product beauty/application photography	Spec Sheet
Selling Guide Presentation	Selling Guide Presentation	Customer Presentation
Battlecard	Battlecard	Product page on Zebra.com
Product descriptions	Product descriptions	Product video
Product video	Product video	Product Overview Brochure
Product Overview Brochure	Product Overview Brochure	Infographic
Practical Guide to Selling (Positioning Guide)	Practical Guide to Selling (Positioning Guide)	ESG Flyer
3D Browser	Solutions Pathway pages	
The Source product page	LMS training modules	
Solutions Pathway pages		
LMS training modules		

## Marketing Reference Material

The Source (for internal Zebra only): <https://zebra.showpad.biz/>

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HC20/HC50 Product Home: [www.zebra.com/hc2x-hc5x](http://www.zebra.com/hc2x-hc5x)

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Services: [www.zebra.com/zebraonecare](http://www.zebra.com/zebraonecare)

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Learning Portal: [https://partnerportal.zebra.com/PartnerPortal/resources/education/portfolio\\_training.aspx](https://partnerportal.zebra.com/PartnerPortal/resources/education/portfolio_training.aspx)

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Solutions Pathway: <https://solutionspathway.zebra.com>

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Developer Tools: <https://developer.zebra.com>

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Mobility DNA: <http://www.zebra.com/mobilitydna>

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Mobility DNA Enterprise Kit: [www.zebra.com/mobility-dna-kit](http://www.zebra.com/mobility-dna-kit)

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Support: [www.zebra.com/support](http://www.zebra.com/support)

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