



HC2X/HC5X

Healthcare Mobile Computers

SELLING GUIDE

November 2024



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Overview

A New Era of Healthcare Mobility



All statistics cited from
[Zebra 2022 Global
Healthcare Vision Study](#)



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



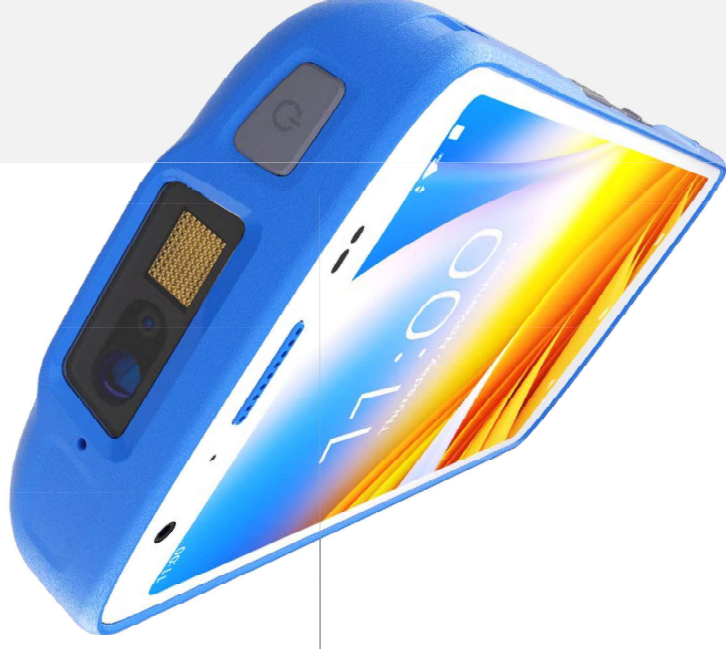
The use of purpose-built mobile devices is expanding

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

HC2X/HC5X

Next Generation Healthcare Mobile Computers

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



HC2X/HC5X

- 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://www.zebra.com/content/dam/zebra_dam/en/fact-sheet/mobile-computers-hc-fact-sheet-cleaning-disinfecting-en-us.pdf
- 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 5G/Private 5G¹, Wi-Fi 6/6E², Android 13 through 16 and next generation Qualcomm® multi-core processor
- SE4720 scan engine with white illumination/green aimer for clinical use³
- Programmable red alert button for emergency situations
- Purpose built healthcare accessory ecosystem
- Innovative value-add solutions: Mobile Workstation, Device Guardian, Guardian Cabinets, Workcloud Communication
- And more...



HC55 Front

HC20/HC50 Back

1. HC25 and HC55
2. Wi-Fi 6E standard on HC50/HC55; Wi-Fi 6 standard on HC20/HC25 with Wi-Fi 6E available with Zebra DNA Enterprise license
3. Integrated scan engine not available on HC20/HC25 models in North America; no scanner option available on select HC25 SKUs for Rest of World

The right mobility solution for every healthcare worker

No matter what role workers play – from clinicians to ancillary healthcare staff, from inside the hospital to a patient's home – the HC2X/HC5X offers the right technology solution for their specific needs and workflow

Clinical staff include:

Nurses



Physicians



In-home caregivers



Paramedics



Lab/Pharmacist technicians



Phlebotomists



And more...

Non-clinical staff include:

Environmental health



Patient transport



Facilities management



Materials management



Food services

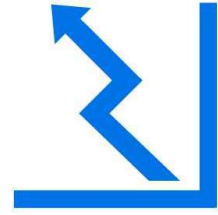


Security



And more...

Sell the Portfolio



Your customers win with the versatility of the HC2X/HC5X. 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



HC2X North America

Essential – no scanner



HC2X ROW

Essential – SE4720

Essential – no scanner¹



HC5X

Enterprise – SE4720

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

Positioning HC2X and HC5X



HC2X

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
- Zebra DNA for Mobile Computers value-tier licensing options
- Wi-Fi 6, upgradeable to Wi-Fi 6E with Zebra DNA Enterprise license
- 5G/Private 5G (HC25)
- Soft scanning through camera and included decode software (North America¹, ROW²) or SE4720 scanner (ROW only³)
- No front-facing camera
- Removable PowerPrecision battery
- 3+3 product lifecycle and support

1. All HC20/HC25 SKUs
2. Select HC25 SKUs only
3. All HC20 SKUs; select HC25 SKUs

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HC5X

Enterprise

Targeted for clinical use cases

- 5th generation mid-tier healthcare device in a successful line of healthcare mobile computers
- Full Zebra DNA for Mobile Computers suite of tools
- Wi-Fi 6E
- 5G/Private 5G (HC55)
- SE4720 scanner
- 5 MP front-facing camera for telehealth applications
- True hot-swappable PowerPrecision battery
- Premium memory configurations
- 4+4 product lifecycle and support

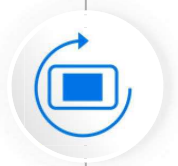
Opportunities



Sell the portfolio

Bracket the healthcare market by offering the Enterprise HC50/HC55 and Essential HC20/HC25. 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, TC26-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, a WAN option for home health/campus environments, 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 HC2X 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.



Unlock new use cases with cellular

WAN models (HC25/HC55) let you target new use cases, in home health, campus facilities and nursing/care homes; connect staff anywhere without having to carry a personal smartphone or second device.

Healthcare organizations will increasingly turn to high speed, low latency Private 5G and Hybrid Public/Private 5G systems for backup coverage, connectivity in large campus environments as well as advancements in clinical collaboration.



Portfolio Positioning

Zebra Mobile Computer Healthcare Portfolio

Enterprise Devices

Essential Devices



HC20/HC25

- 6 in FHD+ display
- New generation platform
- SE4720¹
- Zebra DNA Professional; optional Zebra DNA Enterprise license
- Wi-Fi 6; optional Wi-Fi 6E
- 5G/Private 5G (HC25)
- Healthcare blue/white
- 6 GB/64 GB memory
- 16 MP RFC only
- IP65 and IP68
- 4 ft (1.2m) drop tile/concrete
- Disinfectant-ready
- 3+3

1. North America: Not available on all HC20/HC25 SKUs
Rest of World: No scanner option available on select HC25 SKUs



TC52ax-HC

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



TC52x-HC

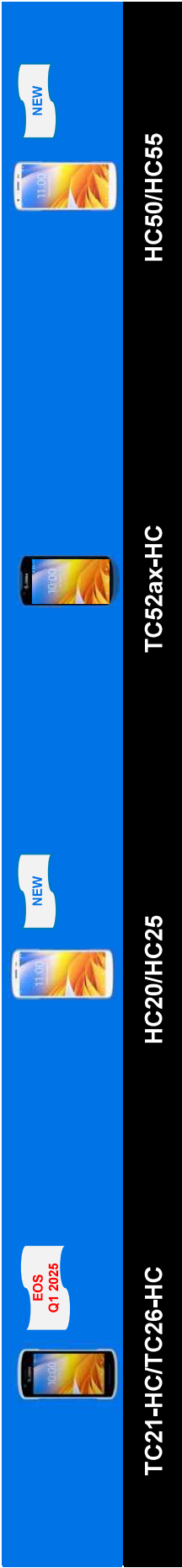
- 5 in FHD display
- QC SD660, 2.45 GHz
- Zebra DNA Enterprise
- SE4720
- Wi-Fi 5
- Healthcare white
- 4 GB/32 GB memory
- 13 MP RFC; 5 MP FFC
- IP65
- 4 ft (1.2m) drop tile/concrete
- Disinfectant-ready
- Hot swap
- 4+4



HC50/HC55

- 6 in FHD+ display
- New generation platform
- Zebra DNA Enterprise
- SE4720
- Wi-Fi 6E
- 5G/Private 5G (HC55)
- Healthcare blue/white
- 8 GB/128 GB memory
- 16 MP RFC; 5 MP FFC
- IP65 and IP68
- 4 ft (1.2m drop) tile/concrete
- Disinfectant-ready
- True hot swap
- 4+4

Zebra Mobile Computer Healthcare Portfolio Comparison



	Essential	Essential	Enterprise	Enterprise
Healthcare 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	North America: No scan engine (occasional scanning done via high resolution camera and included Zebra decode software) ROW: SE4100 (option), no scan engine SKU (occasional scanning done via high resolution camera and included Zebra decode software)	North America: No scan engine on HC20/HC25 SKUs (occasional scanning done via high resolution camera and included Zebra decode software) Rest of World: SE4720 with white illumination and green aimer; no scan engine option available on select HC25 SKUs (occasional scanning done via high resolution camera and included Zebra decode software)	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

Zebra Mobile Computer Healthcare Portfolio Comparison



	Essential		Enterprise	
	TC21-HC/TC26-HC	HC20/HC25	TC52ax-HC	HC50/HC55
Battery	3300 mAh PowerPrecision Removable Optional Full Fusion (via the Zebra DNA Enterprise License), Wi-Fi 5, 1x1 Mu-MIMO	3800 mAh PowerPrecision Removable, BLE (all models), fast charge Optional Full Fusion (via the Zebra DNA Enterprise License), Wi-Fi 6/6E*, 2x2 Mu-MIMO	4150 mAh PowerPrecision+ Hot swap, BLE (option), fast charge Full Fusion, Wi-Fi 6, 2x2 Mu-MIMO	3800 mAh PowerPrecision True hot swap, BLE (all models), fast charge Full Fusion, Wi-Fi 6E, 2x2 Mu-MIMO
WLAN	Optional Full Fusion (via the Zebra DNA Enterprise License), Wi-Fi 5, 1x1 Mu-MIMO	Optional Full Fusion (via the Zebra 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
WAN	4G LTE (TC26-HC only)	5G/Private 5G (HC25 only)	No	5G/Private 5G (HC55 only)
Voice	Supports PTT and VoIP, basic audio, 2 mics Zebra DNA for Mobile Computers Professional Enterprise via License	Supports PTT and VoIP, HD Voice; premium audio, 3 mics (HC20), 2 mics (HC25), Dures triggers an emergency call Zebra DNA for Mobile Computers Professional Enterprise via License	Supports PTT and VoIP, HD Voice; premium audio, 3 mics, Dures triggers an emergency call	Supports PTT and VoIP, HD Voice; premium audio, 3 mics (HC50), 2 mics (HC55), Dures triggers an emergency call
Mobility DNA	Zebra DNA for Mobile Computers Professional Enterprise via License	Zebra DNA for Mobile Computers Professional Enterprise via License	Zebra DNA for Mobile Computers Enterprise	Zebra DNA for Mobile Computers Enterprise
Durability	Multiple 4 ft (1.2m) drops to vinyl tile over concrete, across operating temp per MIL-STD 810G 300 tumbles @ 1.6 ft (0.5m) IP65 Sealing	Multiple 4 ft (1.25m) drops to tile over concrete, across operating temp per MIL-STD 810G 500 tumbles @ 1.6 ft (0.5m) IP65 and IP68 Sealing	Multiple 4 ft (1.2m) 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 (0.5m) IP65 Sealing	Multiple 4 ft (1.25m) drops to tile over concrete, across operating temp per MIL-STD 810G 500 tumbles @ 1.6 ft (0.5m) IP65 and IP68 Sealing
Lifecycle: Service and Support	3 + 3	3 + 3	4 + 4	4 + 4

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* Wi-Fi 6 supported on all HC2X models. Wi-Fi 6E requires Zebra DNA Enterprise license upgrade.

Why Upgrade from TC21-HC/TC26-HC to HC20/HC25



TC21-HC/TC26-HC
EOS Q1 2025



HC20/HC25

As the next generation of Zebra's essential tier healthcare mobile computers, the HC20/HC25 offers the latest wireless technologies and solutions to power a new generation of healthcare mobility.

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Key Advancements



20% larger display

Bright 6 in display without a significantly larger device; workers can see more with less scrolling



10% thinner

Zebra's thinnest and lightest healthcare mobile computer



Wi-Fi 6, optional Wi-Fi 6E¹

3x faster, 4x more capacity, 75% less latency than Wi-Fi 5



5G and Private 5G (HC25)

Faster downloads and lower latency; enables seamless communication in large medical campus environments



Emergency button

Easily accessible red emergency alert button can be used to call for help, discretely and instantly



50% boost in CPU, plus 2x more RAM and Flash

Qualcomm 5430-2 platform offers incredible performance boost over SD660; improves productivity and supports demanding apps



And more...

Enhanced scanning performance with SE4720 scan engine², higher sealing with dual IP65/IP68 and more

1. Wi-Fi 6E requires Zebra DNA Enterprise license upgrade

2. Integrated scan engine not available in North America; no scanner option available on select HC25 SKUs for Rest of World

Why Upgrade from TC52-HC to HC50/HC55



TC52-HC
EOS Q4 2024



HC50/HC55

As the next generation in Zebra's enterprise healthcare mobile computing portfolio, the HC50/HC55 offers the latest wireless technologies and solutions to power a new generation of healthcare mobility.

Key Advancements



20% larger display

Bright 6 in display without a significantly larger device; workers can see more with less scrolling



33% thinner

Zebra's thinnest and lightest healthcare mobile computer



Wi-Fi 6E

3x faster, 4x more capacity, 75% less latency than Wi-Fi 5



WAN models, including 5G and Private 5G (HC55)

Unlocks more use cases in home health, telemedicine, care homes and campus medical facilities; eliminates the need for workers to carry a second device, such as their personal smartphone



Emergency button

Easily accessible red emergency alert button can be used to call for help, discretely and instantly



50% boost in CPU, plus 2x more RAM and Flash

Qualcomm 5430-2 platform offers incredible performance boost over SD660; improves productivity and supports demanding apps



And more...

Enhanced scanning performance with SE4720 scan engine, higher sealing with dual IP65/IP68 and more



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 HC5X or HC2X with SE4720 scan engine

North America: For clinical workers, position the HC5X with SE4720 scan engine

Customer Engagement Questions: 2 of 3

- Do you require WWAN connectivity – either for workers outside the hospital campus (e.g. ambulatory/outpatient, in-home healthcare caregivers) or are there some areas in your campus that lack Wi-Fi? *(If the customer needs WAN connectivity, including 5G and Private 5G, position the HC25 or HC55)*
- Have you deployed or are you planning to deploy Wi-Fi 6/6E? 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 HC5X or the HC2X with Zebra 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 HC5X)*
- 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 HC5X)*
- Would you like to streamline device access and improve security with biometric facial recognition? *(If the answer is yes, position the HC5X with Zebra's Identity Guardian)*

Customer Engagement Questions: 3 of 3

- 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 HC2X/HC5X with Workcloud Communication, formerly Workforce Communication)*
- 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 HC5X or the HC2X with the Zebra 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 HC2X/HC5X with Workstation Connect)*
- 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 Guardian license; all HC2X/HC5X 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?