# Blancco Mobile Diagnostics

The Most Reliable and In-Depth Diagnostics for Mobile Devices

## Why Blancco Diagnostics

Blancco is the leading mobile diagnostics solutions provider. The Blancco Diagnostics solutions allow your customers to easily, quickly and accurately identify and resolve performance issues on their devices. The results are reduced NTF returns, improved customer satisfaction and increased revenue for your business.

**Blancco Mobile Diagnostics enables mobile network operators/carriers, device manufacturers, retailers, customer service centers, insurers and resellers to quickly and accurately find the source of device issues and resolve them.**

Whether you need a kiosk solution, web-based solution or on-device application, we can provide the right mobile diagnostics package to accommodate your needs. By identifying the cause of mobile device issues, your customers can optimize device performance, reduce the likelihood of NTF returns and recoup the costs associated with customer service complaints and repairs. And, with the advanced business intelligence dashboard, your organization can use real-time data and analytics to improve the overall customer care process, minimize costs and increase customer satisfaction.

## Key Benefits

**50+ Diagnostics Tests**

- Take advantage of the most comprehensive assessment of mobile devices on the market. Our automatic and user-assisted tests last between 30 seconds and 5 minutes per device and are tailored for both Android and iOS.
- Enable or disable customized tests for specific devices and operating systems with our flexible software.

**Increased Buyback Value**

- Maximize the true value of each device with our all-inclusive range of diagnostics tests for mobile operators and recyclers
- Receive 100% accurate reports without guesswork or human error.

**Comprehensive Post-Erasure Reporting**

- Produce a digitally-signed report with each device, including details such as the device name and model, IMEI code and storage capacity.
- Customize reports with additional fields, such as customer name and ID asset to suit your exact needs.
- Upload and store reports in the Blancco Management Console or save them locally as PDF, XML and CSV files.

## Technical Specifications

| SOLUTIONS | TESTS |
|---|---|
| • Retail Solution:   Kiosk-based tablet for self-help or assisted diagnosis to avoid No Trouble Found (NTF) returns and improved customer satisfaction.<br>• Repair Solution:   Web-based portal that easily diagnoses up to four mobile devices to understand device quality, before moving to the next phase of the operational process. Ideal for warehouse operations.<br>• Remote Support:   Call center agents access a web-based portal and sync to customer's device using an on-device application to pinpoint the source of device issues, reducing NTF returns and increasing customer satisfaction. | • 52 automatic and user-assisted tests tailored for both Android and iOS<br>• Test duration from 30 sec. to 5 min. depending on number of tests deployed<br>• Enable or disable customized tests for specific devices and operating systems |

| REPORTING | AUDITING |
|---|---|
| • Comprehensive reports include details such as device name and model, IMEI code, and storage capacity<br>• Reports can be exported as PDF, XML and CSV<br>• Extra fields (such as customer name and asset ID) can be added to reports<br>• Reports easily upload to Blancco Management Console | • User-friendly report browsing and filtering features<br>• Comprehensive statistics available<br>• Simple report distribution options<br>• Full transparency of both diagnostics and erasure processes ensures a gapless audit trail |

| INSTALLATION & USE | AUTOMATION & EFFICIENCY | SUPPORTED PLATFORMS |
|---|---|---|
| • Fast and simple handling process<br>• Minimum training required<br>• Process can be set up in just a few minutes<br>• Preinstalled hardware and software delivery | • Optimized, automated process<br>• Allows one operator to test up to 10 devices simultaneously<br>• Objective testing delivering consistent results | • All iOS devices<br>• Android (smartphones & tablets) |

For more information about Blancco Technology Group, please visit **www.channel-it.com**.