Smart✓
by Xcaliber Technologies

FEATURES

52 Points of Device Diagnosis

Functional Compliance and Device Configuration Testing

Packaging Validation Control

Multi-Device Flashing

Firmware Upgrade

Failure Analysis with Integrated BI

Rapid, Automated Diagnostic Solution for Factory Repair Environments

SmartDEPOT is a semi-automated diagnostics repair solution for use in factory repair environments. SmartDEPOT enables efficient inbound triage of returned devices and outbound QA of repaired devices, resulting in faster TAT and reduced service and returns.

BENEFITS

Increase Overall Cost Savings on Inbound Triage

Better-informed routing and handling of returned devices according to objective assessment of fault status reduces the cost of inspection, the consumption of parts and total labor expense. Improved product quality reduces bounce rates, saving unnecessary costs associated with returns. Skill level lowered from technician to operator, at reduced labor hourly cost as well as reducing process touch time with automated testing.

Boost Customer Satisfaction and Brand Loyalty

Increase in first time fix rates with better repair quality and fewer repeat failures on outbound repaired devices. Provide auditable results for the OEM to know that the repair has been completed.

Optimise Repairs Process

Aggregated data can be analyzed for insights that lead to process and quality improvements, ensuring better-targeted engineering investments into the repair process. Faster and more comprehensive triage process, resulting in a reduction in processing costs.