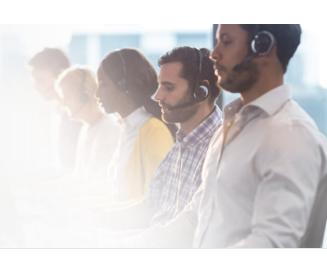


H₃Secure

Blancco Mobile Diagnostics – Remote Support

Diagnostics and Problem Resolution with Remote, Application-Based Testing



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.

About H3 Secure

H3 Secure is Blancco's Strategic Partner in the MENA region. Visit www.h3secure.com or call +971 4 333 8499 for more information.

The Blancco Remote Support Mobile Diagnostics Solution empowers your customers to self-diagnose errors when seeking assistance from your support agents.

Blancco Mobile Diagnostics enables call center agents to login to a web-based portal and sync to your customer's mobile device. Your customers receive the ease and convenience of an on-device diagnostics applications, downloaded from the App Store or Play Store, to pinpoint the source of device issues and resolve them. Our easy-to-use diagnostics application guides them through a seamless process on up to 52 diagnostics tests, reducing the time and costs spent by your support organization to help your customers. With better visibility over customer issues, your call center agents can better engage and educate customers on optimum usage of their mobile devices, while making them a part of the resolution process.

Key Benefits

Efficiency Gains and Cost Savings

- 80% reduction in product return rates, solving customer problems in a 15-20 minute call.
- Improve time spent diagnosing malfunctions.
- Save time and money on personnel costs.

Enhance Customer Loyalty

- Customer's receive the convenience of remote support.
- Reduce the quantity and complexity of customer service complaints and repairs.
- Optimize long-term performance of mobile devices.

Refine Repairs Process

- Reduce No Trouble Found (NTF) device returns.
- Faster turnaround time, means lower costs and higher customer satisfaction.



Technical Specifications

DIAGNOSTICS	MINIMUM SYSTEM REQUIREMENTS
 Easy-to-use, remote diagnostics solution 52 point detailed functional device diagnostics and screening In-depth data collection at device and operator level Remote healing and device optimization 	Mozilla Firefox Browser Internet Explorer

PLATFORM SUPPORTED	USABILITY
 Android 4.0 and up iOS 7 and up Windows 8 Mobile 	 Agent dashboard Remote test initiation

REPORTING	START-UP
Cloud-based centralized diagnostics data collection at transaction and IMEI level	 Agent logins App Store / Play Store deployment of diagnostics application
Out of the box Business Intelligence dashboard	
Real time, location-based transaction reporting	
Customized metrics by location, user, device and date	
Detailed analytics available on-demand	
Easy integration with 3rd party CRM and ERP systems	

CONFIGURATION & AUTOMATION	HARWARE SUPPORT	LANGUAGE
Cloud-based centralized management for testing configurability at model and OS level Device profile module allows in-depth test configurability at model and OS level Efficient automated tests	SmartphonesTablets	EnglishJapaneseVietnamese

For more information about Blancco Technology Group, please visit our website at <u>www.blancco.com</u>.