

# Blanco Mobile Diagnostics – Repair Solution

Rapid Diagnostic Solution for Factory Repair  
Environments



## Why Blanco Diagnostics

Blanco is the leading mobile diagnostics solutions provider. The Blanco 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 Blanco's Strategic Partner in the MENA region. Visit [www.h3secure.com](http://www.h3secure.com) or call +971 4 333 8499 for more information.

Blanco Mobile Diagnostics provides factory repair environments a semi-automated diagnostics repair solution that reduces service times with efficient inbound triage and QA of devices.

The Blanco Repair Mobile Diagnostics Solution is ideal for warehouse operations, processing high volumes of mobile devices before entering a second-hand market. Using a web-based portal, your organization can easily diagnose up to ten mobile devices at a time to understand the quality and functionality of the device before moving the device into the next phase of your process. Get the improvements your organization needs for long-term mobile functionality to maximize resale value of mobile devices.

## Key Benefits

### Increase Overall Cost Savings on Inbound Triage

- Better-informed routing and handling of returned devices, reducing the cost of inspection, the consumption of parts and total labor expense.
- Improve product quality and increase savings with returns by reducing bounce rates.
- Enhance the technical skills and qualifications of your repair specialists.
- Shorten processing times via automated testing capabilities

### Boost Customer Satisfaction and Brand Loyalty

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

## Technical Specifications

DIAGNOSTICS		MINIMUM SYSTEM REQUIREMENTS	
<ul style="list-style-type: none"> <li>• 52 point device diagnostics and screening</li> <li>• Hardware and software diagnostics including; camera, audio, connectivity, battery, display, software and more.</li> <li>• IMEI, FMIp, Rooted / Jailbroken checks</li> <li>• Label printing capability</li> <li>• Device reset to factory settings</li> </ul>		<ul style="list-style-type: none"> <li>• Ubuntu 14.04 certified Tablet PC, Mini PC or Laptop</li> <li>• 4 GB RAM</li> <li>• Intel i3 or i5 processor</li> <li>• 128 GB Hard Drive</li> <li>• Display resolution 1360x768</li> </ul>	
PLATFORM SUPPORTED		USABILITY	
<ul style="list-style-type: none"> <li>• Android 4.0 and up</li> <li>• iOS 7 and up</li> </ul>		<ul style="list-style-type: none"> <li>• Multiple device diagnostics on up to 10 devices simultaneously</li> <li>• Automated and assisted tests</li> </ul>	
REPORTING		START-UP	
<ul style="list-style-type: none"> <li>• Cloud-based centralized diagnostics data collection at transaction and IMEI level</li> <li>• Out of the box Business Intelligence dashboard</li> <li>• Real time, location-based transaction reporting</li> <li>• Customized metrics by location, user, device and date</li> <li>• Detailed analytics available on-demand</li> <li>• Easy integration with 3rd party CRM and ERP systems</li> </ul>		<ul style="list-style-type: none"> <li>• Dedicated hardware</li> <li>• Quick start guides</li> </ul>	
CONFIGURATION & AUTOMATION		HARWARE SUPPORT	LANGUAGE
<ul style="list-style-type: none"> <li>• Cloud-based centralized management for testing configurability at model and OS level</li> <li>• Device profile module for deep test configurability at model and OS level</li> <li>• Efficient automated tests</li> </ul>		<ul style="list-style-type: none"> <li>• Smartphones</li> <li>• Tablets</li> </ul>	<ul style="list-style-type: none"> <li>• English</li> </ul>