

# Blanco Mobile Diagnostics – Retail Solution

Self-Service Diagnostics Kiosk for Use in  
Attended Retail 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 Retail Mobile Diagnostics provides in-store mobile diagnostics in order for customers and store representatives to identify faults and conduct quick repairs on mobile devices.

The Blanco Retail Mobile Diagnostics Solution is a kiosk-powered device that enhances the customer service experience and increases engagement between your customers and support staff while in-store. Through our self-service diagnostics solution, customers can plug in their device and quickly get answers to the root causes behind their device malfunctioning. This diagnosis arms your customer service representatives and support staff with the information they need to educate customers and provide them with resolutions to increase speed, performance or fixes to recurring issues. Give your staff the right tools to better service in-store customers as fast, effortless and reliable as possible.

## Key Benefits

### Increase Revenue

- Increase traffic into retail locations, while also increasing the opportunity to up-sell to customers during the diagnostics process.
- In-store sales staff spend more time selling and less time handling customer's technical issues.

### Enhance Brand Reputation and Reduce Subscriber Churn

- Increase customer satisfaction by diagnosing and solving issues in-store.
- Customize diagnostics tests by device model, operating system and feature.

### Minimize Costs

- Reduce No Fault Found (NFF)/No Trouble Found (NTF) returns, saving costs on goods handling and logistics and reduction in parts inventory.
- Leverage data insights to create savings in design, production and support.
- Increase efficiency and cost savings by aggregating support delivery through a central contact center versus retail service deployment.

## Technical Specifications

<b>DIAGNOSTICS</b> <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>• Device health check – best snapshot view of the device</li> <li>• Device optimization to speed up slow devices</li> <li>• Data transfer to backup your data and restore to existing or new device</li> <li>• Device reset to factory settings</li> </ul>		<b>MINIMUM SYSTEM REQUIREMENTS</b> <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>• 256 GB Hard Drive</li> <li>• Display resolution 1360x768</li> <li>• Touch screen display (preferred)</li> </ul>	
<b>PLATFORM SUPPORTED</b> <ul style="list-style-type: none"> <li>• Android 4.0 and up</li> <li>• iOS 7 and up</li> </ul>		<b>USABILITY</b> <ul style="list-style-type: none"> <li>• Multiple modes of testing – ad hoc, full test, and symptom-based tests</li> <li>• Guided resolution journey</li> </ul>	
<b>REPORTING</b> <ul style="list-style-type: none"> <li>• Cloud-based centralized diagnostics data collection at transaction and IMEI level</li> <li>• Cloud-based centralized 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>		<b>START-UP</b> <ul style="list-style-type: none"> <li>• Dedicated hardware</li> <li>• Quick start guides</li> </ul>	
<b>CONFIGURATION &amp; AUTOMATION</b> <ul style="list-style-type: none"> <li>• Cloud-based centralized management for testing configurability at model and OS level</li> <li>• Efficient automated tests</li> </ul>	<b>HARWARE SUPPORT</b> <ul style="list-style-type: none"> <li>• Smartphones</li> <li>• Tablets</li> </ul>	<b>LANGUAGE</b> <ul style="list-style-type: none"> <li>• English</li> <li>• Italian</li> <li>• French</li> <li>• German</li> <li>• Spanish</li> </ul>	