



Blanco Mobile Diagnostics for Mobile Retailers

Resolve customer issues on the spot with a single, simple, omnichannel solution that enables consistent, accurate and measurable diagnostics for smartphones and tablets



Associate Member

Why Blanco Diagnostics

Blanco Mobile Diagnostics solutions allow you to easily, quickly and accurately identify and resolve performance issues on mobile devices. Because of this, you will see reduced NTF returns, increased NPS scores, improved customer satisfaction and added revenue for your business.

Blanco Mobile Diagnostics enables mobile network operators/carriers, retailers and customer service centers to find the source of device issues and resolve them quickly.

Whether you need a retail solution, a web-based solution for remote support or an on-device app for customer self-service, Blanco can provide a customized end-to-end solution to fit your needs. By identifying the cause of mobile device issues, your customers can optimize device performance, reduce NTF returns by up to 50% and recover 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

- Choose from a bank of 60+ mobile diagnostics tests. (Actual number of tests may vary based on OS, channel and model)
- Take advantage of the most comprehensive assessment of mobile devices on the market. Our automatic and user-assisted tests take fewer than 5 minutes per device and are tailored for both Android and iOS operating systems
- Enable or disable customized tests for specific devices and operating systems with our flexible software
- Reduce NTF returns and increase NPS scores
- Reduce subscriber churn
- Improve first-time resolution by resolving customer issues during initial contact inside your retail stores
- Solve software issues on customer devices, including crashing apps, antivirus apps, storage issues, high RAM, CPU, battery issues

Increased Value

- Maximize the true value of each device with our all-inclusive range of diagnostics tests
- Receive 100% accurate reports without guesswork or human error
- Reduce training costs with easy-to-use solutions

Centralized Cloud Reporting & Analytics

- Detailed diagnostics report for each device, including details such as the device name, make and model, IMEI and storage capacity
- Centralized data collection for reporting and business intelligence
- Industry standard API services available for integration

A Solution That Pays for Itself

- Using Blanco Retail solutions reduces the NTF repair costs by 30 - 50% (saving \$70 - \$120 million per year depending on subscriber volumes)
- Customers that have issues addressed and resolved tend to have higher Net Promoter Score (NPS) than customers with no issues
- Sales personnel spend more time selling and less time dealing with technical issues
- Achieve device upgrade/accessory upsell opportunities

Technical Specifications

SOLUTIONS		TESTS			
<ul style="list-style-type: none"> • Retail Solution: Kiosk-based tablet or on-device app for self-help and/or assisted diagnosis to avoid No Trouble Found (NTF) returns and improved customer satisfaction. • Remote Support Solution: Call center agents access a web-based portal and sync to customer's device using an on-device app to pinpoint the source of device issues, reducing NTF returns and increasing customer satisfaction. • Self-Service Solution: On-device app for self-service that easily diagnoses a customers' device symptoms and provides accurate fixes for common device issues. 		<ul style="list-style-type: none"> • Choose from 60+ tests tailored for both Android and iOS • Diagnostics tests completed in under five minutes • Enable or disable customized tests for specific devices and operating systems • Identify and remove malware, spyware and malicious apps 			
REPORTING		AUDITING			
<ul style="list-style-type: none"> • Detailed diagnostics report for each device, including details such as the device name, make and model, IMEI and storage capacity • Centralized data collection for reporting and business intelligence • Industry standard API services available for integration with customers systems 		<ul style="list-style-type: none"> • User-friendly report browsing and filtering features • Comprehensive statistics available • Simple report distribution options 			
INSTALLATION & USE		AUTOMATION & EFFICIENCY		SUPPORTED PLATFORMS	
<ul style="list-style-type: none"> • Fast and simple handling process • Minimum training required • Process can be set up in just a few minutes • Preinstalled hardware and software delivery 		<ul style="list-style-type: none"> • Optimized, automated process allows for accurate and measurable diagnostics • Consistent user experience across platforms to improve efficiency • Centralized cloud management, allowing or greater flexibility and on-the-fly changes 		<ul style="list-style-type: none"> • All iOS devices, version 9.0 and up • Android (smartphones & tablets) version 4.0 and up 	

Get your free Blanco Mobile Diagnostics demo today. [Click here to get started.](#)