

MOBILE DIAGNOSTICS & ERASURE CASE STUDY

Added Efficiency, Faster Processing and Secure Erasure of Mobile Devices

Statistics

Increased number of tested/processed devices by 15%

Increased productivity of individual technicians by 45%

Increased number of devices erased by up to 30%

Teqcycle Solutions GmbH, a German market leader in coordinating customized take back processes and programs for mobile terminal devices, guarantees its clients exceptional transparency through the mobile buyback process. Its software solution, Reversys, is used by an independently tested, global network of service providers that include repair, refurbishment, logistics and recycling companies.

Challenge

As a mobile buyback provider, Teqcycle faced three major issues when it began as a startup. First, it needed to process devices quickly, while also ensuring that data was wiped completely. Second, it needed to have data security processes in place to help it grow as a mobile leader.

The third issue was speed. Teqcycle understood that when an individual or a business sent in mobile devices to be checked and tested, they wanted them back as quickly as possible—without cutting corners.

Data erasure was an extremely manual process. The technician needs to go into the device, update the firmware and figure out the best method for deleting data. For each model, it was different. There was extensive training involved for the technicians because of this."

– Christopher Wuetz, Director of Corporate Development,
Teqcycle Solutions

Solution

Teqcycle knew it needed to invest in a mobile diagnostics solution to speed up processing times, along with a secure mobile erasure solution to keep customer information confidential. Teqcycle chose Blancco as its first external partner to address these issues.

Teqcycle now:

- ✓ **Processes and tests up to 1,000 devices a day**
- ✓ **Outperforms its competitors' processing times**
- ✓ **Sets the standard for secure data erasure in the mobile buyback industry**

Blancco Mobile Mobile Diagnostics & Erasure allows Teqcycle to process more devices, more efficiently with a very high quality of data. It also lets the company offer faster turnaround times than many of its competitors.

To ensure proper data erasure, Teqcycle wanted the most well-known and secure solution the industry had to offer. It was especially important that this was an external solution—not something internal—because the start-up was aiming to become a global player by partnering with industry leaders. The company also wanted a solution that was easily implemented both internally and externally.



We tracked the number of devices technicians [handle], and they have their own goals they want to reach. And when they did it manually, you couldn't compare it. Using Mobile Diagnostics, they could set their targets a lot higher, and we're able to do a lot more in less time, which makes it more fun for them as well."

– Christopher Wuetz, Director of Corporate Development,
Teqcycle Solutions

Teqcycle chose Blancco Mobile Diagnostics & Erasure because it could offer its customers a more complete mobile solution on a global scale. The implementation of Blancco Mobile Solutions allowed the company to set the standard for security in its space and gave it a competitive advantage in the market.

Today, Teqcycle is able to teach and bring external partners that have no experience with a data eraser tool to process devices from “evaluation to erasure within 2 days.” And having one process and one set of tools for both data erasure and mobile diagnostics provides consistency, quality and efficiency across the board.

As an added bonus, Blancco's erasure reports provide Teqcycle customers proof of process—auditable evidence that their information is safe after erasure.

About Blancco

Blancco Mobile Diagnostics solutions enable mobile network operators, retailers and call centers to easily, quickly and accurately identify and resolve performance issues on their customers' mobile devices. As a result, mobile retailers can spend less time dealing with technical issues and, in turn, reduce the quantity of NTF returns, save on operational costs and increase customer satisfaction.

Additionally, Blancco Mobile Diagnostics solutions empower mobile processors, 3PLs, Recyclers and Repair & Refurbishment Operations to easily, quickly and accurately process used mobile devices to identify any issues and determine overall value. By incorporating Blancco Mobile Diagnostics, mobile processors automate processes, deliver intelligent routing based on device attributes and increase overall efficiency, while driving incremental revenue and profitability.