



Circlon Mobile Life Cycle Management Introduction to Circlon Operate



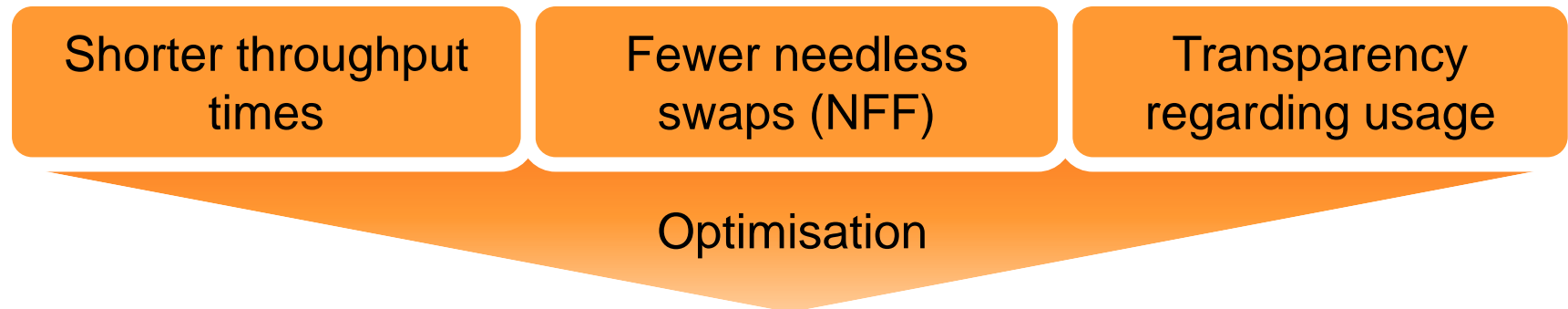
Circlon
Mobile Life Cycle Management

Everything's fine!

Why should I spend on an “A&R portal”?

Reduce hassle and save money

- Hardware and service contracts cause 75-80% of TCO
- A device swap causes internal cost of approx. 35-80€
- Parameters to change cost structure can be found in services



**Fewer pool devices have to be bought,
thereby reducing the operational costs**

Assets Tie Up Capital

Circlon Operate provides overview

- How many and which devices do we have in stock?
- Where should these devices be and where are they in fact?
- Are these devices really in use or just for secret reserve?
- Do locations handle their devices conscientiously?
- What about accessories, peripherals and spare parts?



Circlon Manages Swaps and Repairs

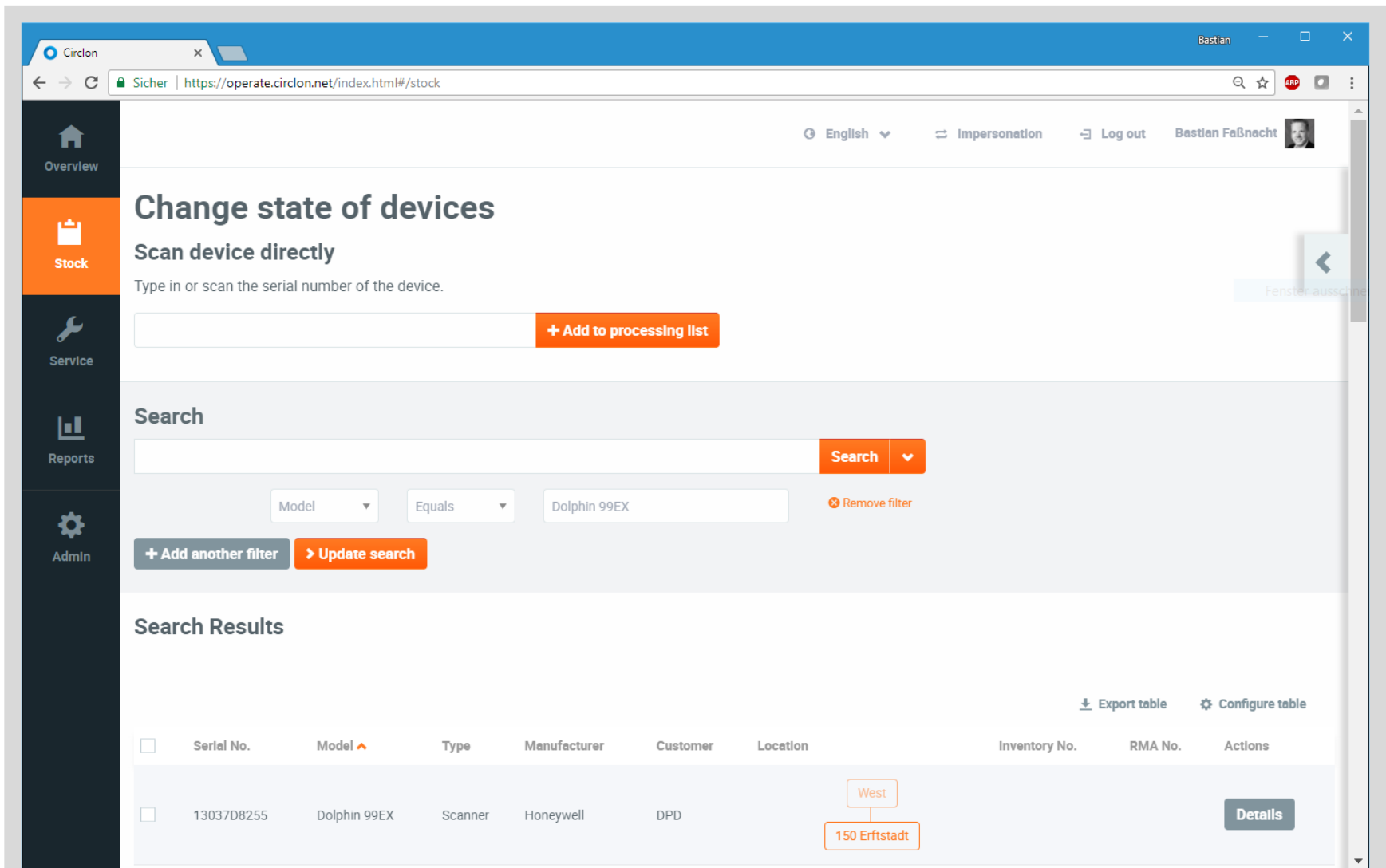


See, in how far your SLAs are met

- Pool devices provided centrally for device swaps
- Fulfillment of staged swap devices upfront and overnight
- Tracking to reduce cycle times for device repair processes
- Prevention from unnecessary device submissions (No Failure Found)
- Notification if getting off track is imminent



Asset Management



The screenshot shows the Circlon Operate web application interface. The browser address bar displays the URL `https://operate.circlon.net/index.html#/stock`. The user is logged in as Bastian Faßnacht. The main navigation menu on the left includes Overview, Stock, Service, Reports, and Admin. The current page is titled "Change state of devices" and features a "Scan device directly" section with a text input field and a "+ Add to processing list" button. Below this is a search section with a search input field, a "Search" button, and filter options for Model (Dolphin 99EX) and Equals. The search results section displays a table with columns for Serial No., Model, Type, Manufacturer, Customer, Location, Inventory No., RMA No., and Actions. A single result is shown for a Honeywell Dolphin 99EX scanner located at 150 Erfstadt, West. The interface also includes options to "Export table" and "Configure table".

Change state of devices

Scan device directly

Type in or scan the serial number of the device.

[+ Add to processing list](#)

Search

[Search](#) ▼

Model ▼ Equals ▼ Dolphin 99EX [✕ Remove filter](#)

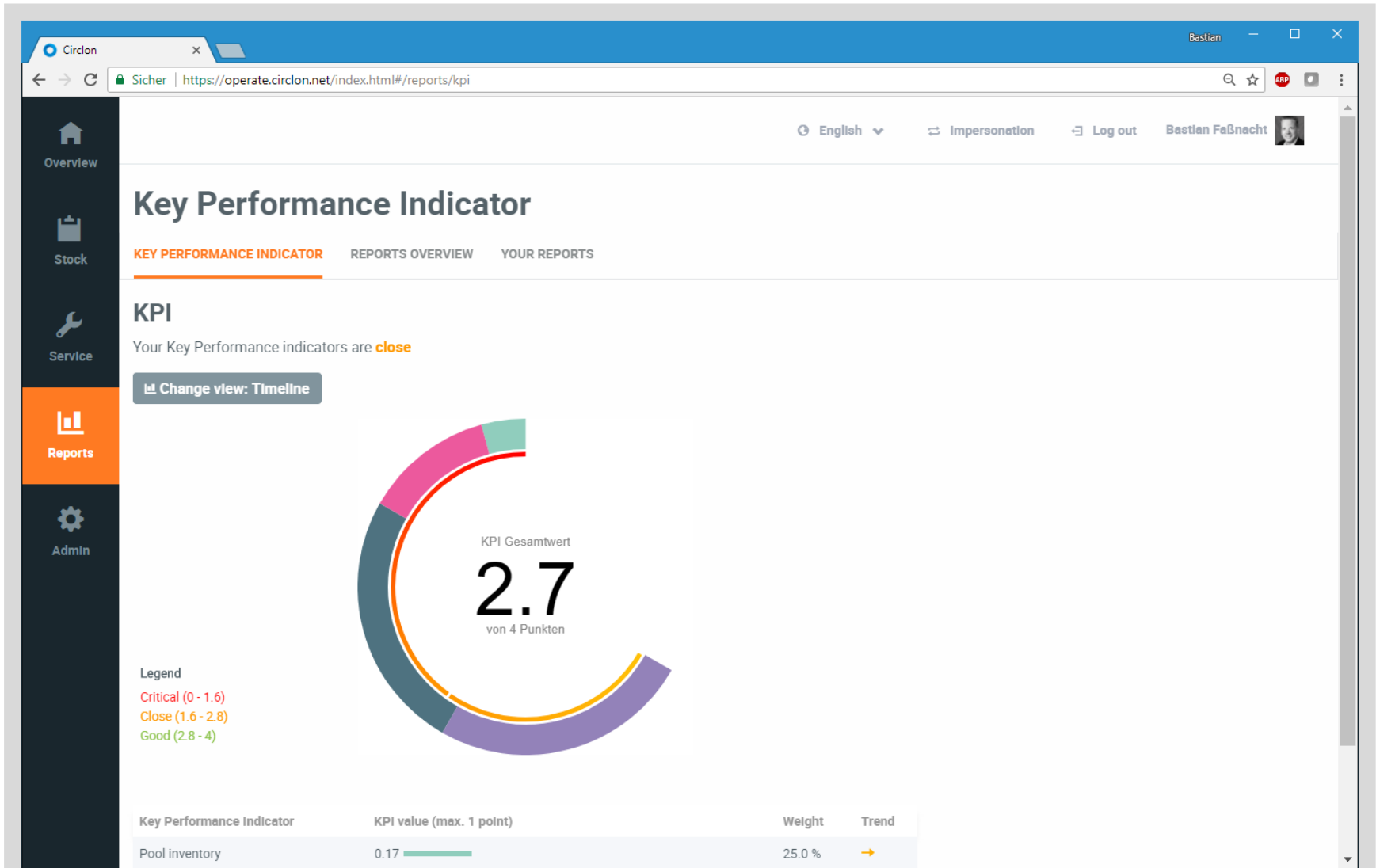
[+ Add another filter](#) [▶ Update search](#)

Search Results


[↓ Export table](#) [⚙️ Configure table](#)

<input type="checkbox"/>	Serial No.	Model ▲	Type	Manufacturer	Customer	Location	Inventory No.	RMA No.	Actions
<input type="checkbox"/>	13037D8255	Dolphin 99EX	Scanner	Honeywell	DPD	West 150 Erfstadt			Details

KPIs to Describe Health Estate

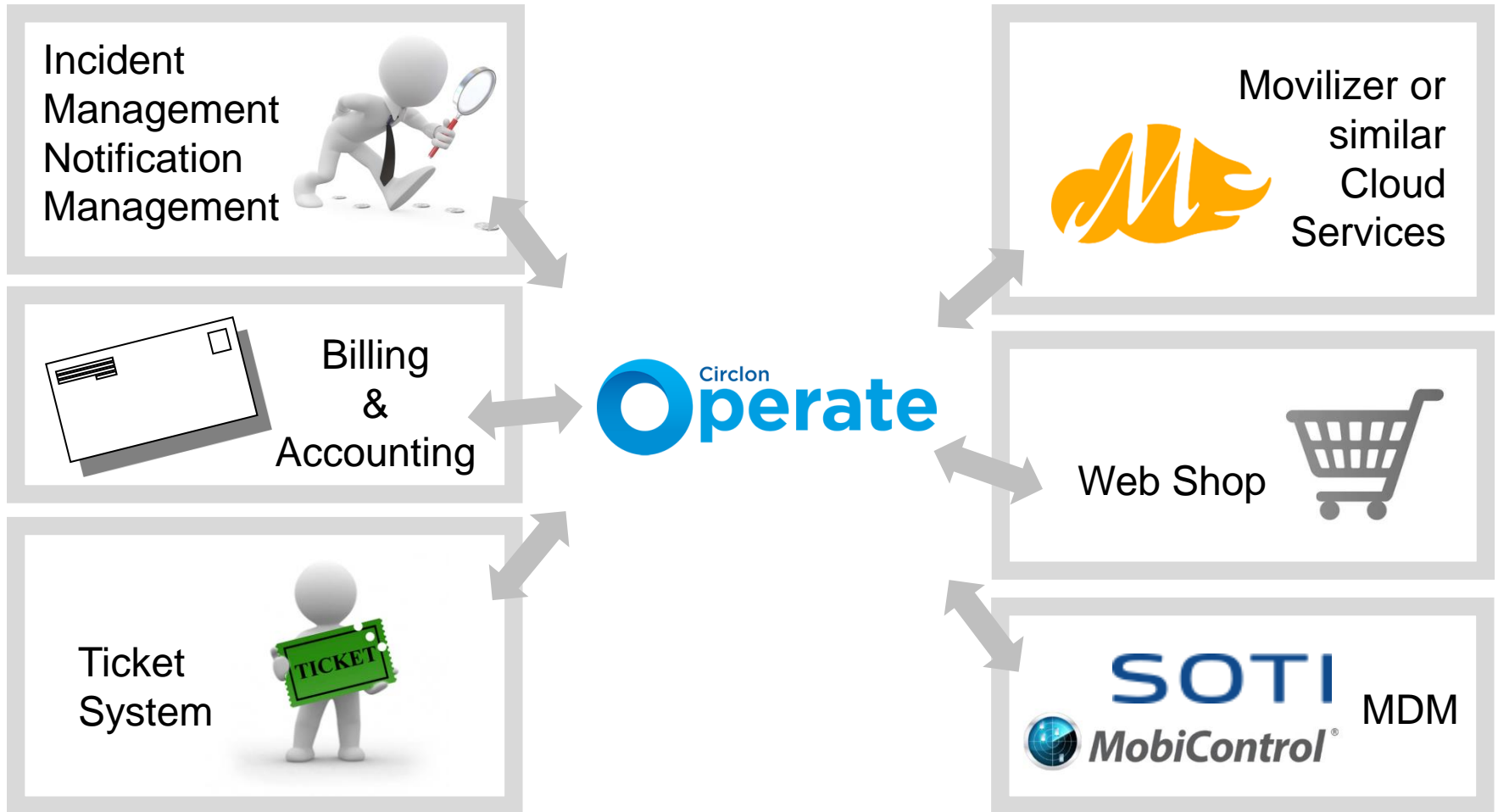


The screenshot shows a web browser window displaying the Circlon Operate KPI dashboard. The browser address bar shows the URL <https://operate.circlon.net/index.html#/reports/kpi>. The dashboard has a dark sidebar with navigation options: Overview, Stock, Service, Reports (highlighted), and Admin. The main content area is titled "Key Performance Indicator" and includes sub-tabs for "KEY PERFORMANCE INDICATOR", "REPORTS OVERVIEW", and "YOUR REPORTS". A message states "Your Key Performance indicators are **close**". A "Change view: Timeline" button is present. The central feature is a donut chart showing a "KPI Gesamtwert" of 2.7 out of 4 points. A legend below the chart defines the score ranges: Critical (0 - 1.6), Close (1.6 - 2.8), and Good (2.8 - 4). At the bottom, a table lists KPIs with their values, weights, and trends.

Key Performance Indicator	KPI value (max. 1 point)	Weight	Trend
Pool inventory	0.17 	25.0 %	→

Sharing Information

Interaction with any 3rd-party system



KPIs Make Conditions Visible

Health monitoring by Big Data approach

No voodoo but clean picture drawing from data

- **Pre-qualification:** site-based checks before shipment of a device
→ less unnecessary submissions → less devices to purchase
- **Pool Inventory:** information on filling level of exchange pool
= information if additional devices to purchase necessary
- **Submissions on-time:** judge delays when shipping broken devices from location to repair centre → quicker submissions → less devices to purchase
- **Warranty Coverage:** shows share of devices which don't get free service anymore → less costly repairs or estimates of costs
- Additional individual KPIs with individual benefits can be defined based on company's needs, especially when running a MDM.

More than just an Asset Management



Circlon provides functionalities all around handhelds

- Contains a fully flexible Asset Management to take care of mobile devices and peripherals of any manufacturer – including software versions, service contracts, SIM/SD cards, locations, and much more.
- Any repairs and maintenance jobs are covered with Circlon – who, when, where, which device, how long, how often, ...?
- System can be set up easily for unlimited users and languages.
- Real-time reporting provides information on any device, any location, or any fault within any time frame to sustain SLAs.
- Monitoring of device status allows to detect failures early and install Predictive Maintenance measures.
- Ease of use: No training necessary.

Recipe for Success

Key Aspects of Mobile Life Cycle Management

Input

- Defined SLAs:
RMA by xx pm → next day delivery
- Local service partners:
exchange pools near key hubs
- Visibility in Circlon Operate portal
- Mobile Device Management
- Managing additional peak devices

Benefits

- Shorter cycle times
- Smaller pool size
- Less breakdowns
- Cost savings
- Increased uptime



Get in touch!

Bastian Faßnacht

Product Manager Circlon

E-Mail: bfassnacht@pdsgmbh.de

PDS Entwicklungs- und Service GmbH
Ettore-Bugatti-Str. 35 · 51149 Cologne, Germany
phone +49 2203 1888-0