Circlon Mobile Life Cycle Management
Introduction to Circlon Operate

Circlon
Mobile Life Cycle Management

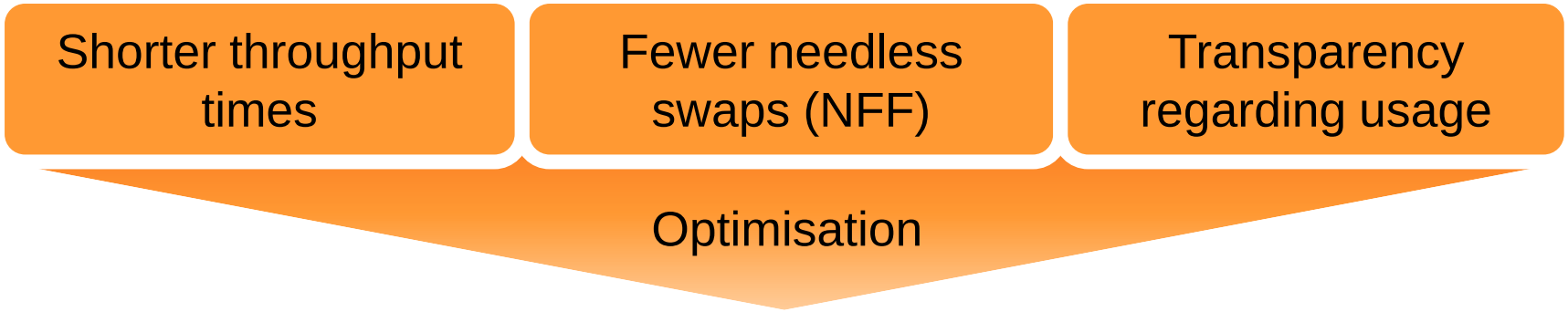
PDS
Portable Devices and Solutions

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

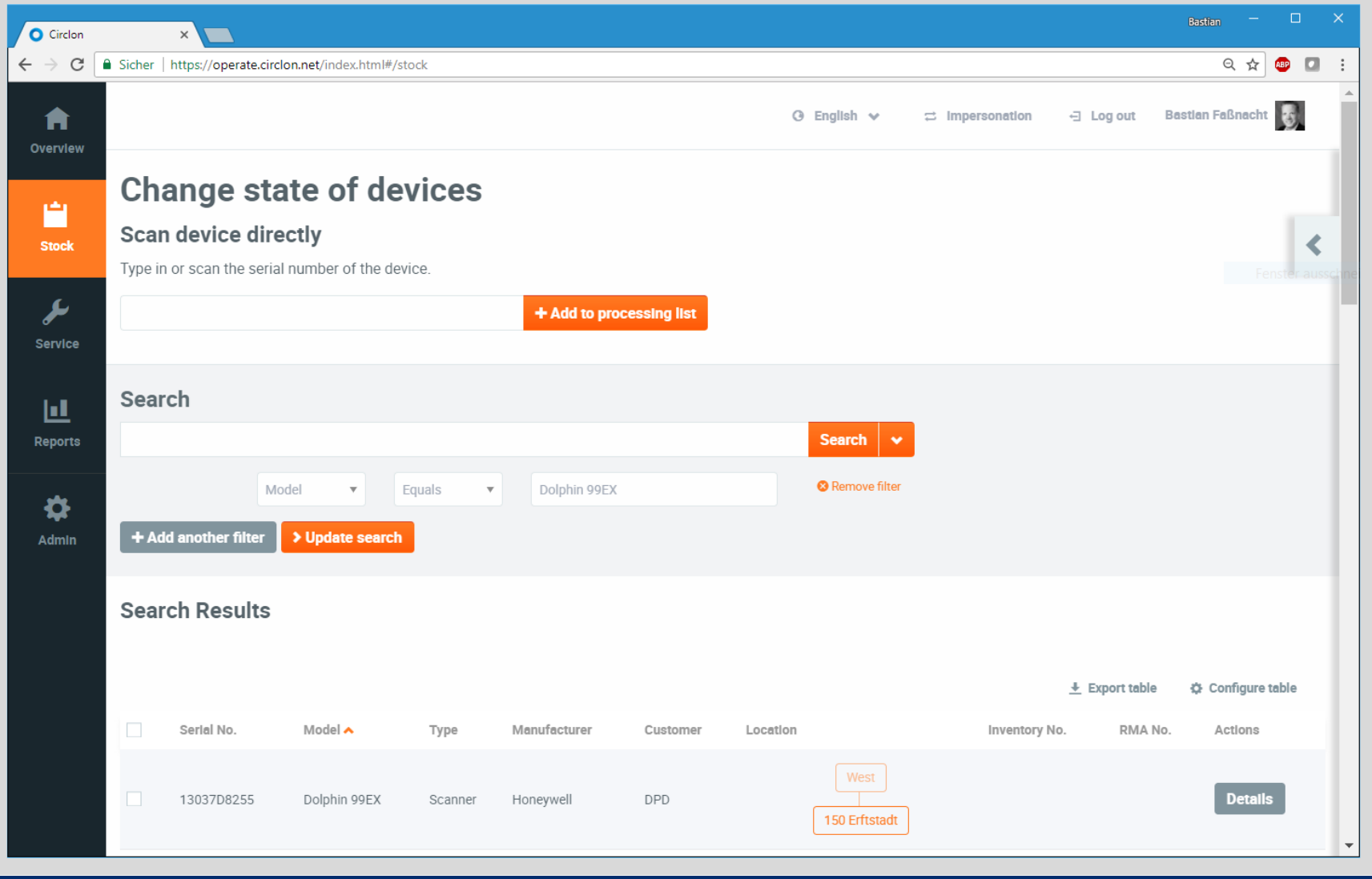
- How many and which devices do we have in stock?
- Where should these devices be and where are them in fact?
- Are these devices really in use or just for secret reserve?
- Do locations handle their devices conscientiously?
- What about accessories, peripherals and spare parts?

Circlon Manages Swaps and Repairs

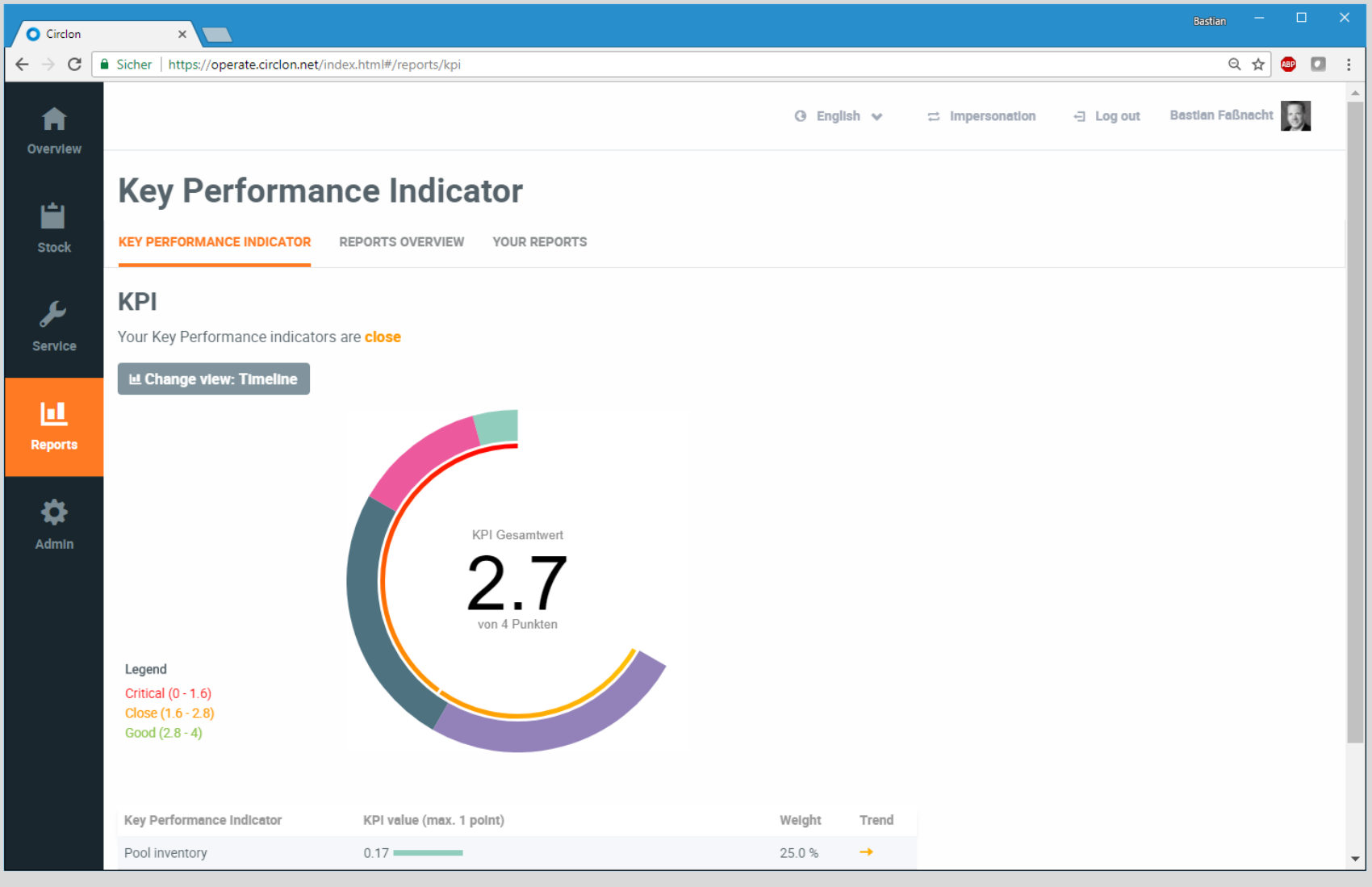
See, in how far your SLAs are met

- 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



KPIs to Describe Health Estate

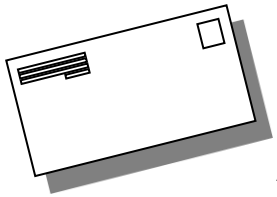


Sharing Information

Interaction with any 3rd-party system

Incident Management Notification Management

Billing & Accounting



Ticket System

Circlon Operate

Movilizer or similar Cloud Services

Web Shop

SOTI MobiControl MDM

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

Get in touch!

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