Detailed functionalities

COMPUTERS [1] [2]
Process automation
Full data backup / migration
New device setup
Apps pre-loader
Device reset
HDD & SSD Wipe
System diagnostic and repair (Smart Repair)
System performances optimization
Disk cleanup
Security & Privacy check
Integrated trade-in
Reporting & Analytics
Extended hardware diagnostic
Scan viruses and malwares
Undelete

MOBILE DEVICES
Device auto-recognition
Process automation & enforcement engine
Full data / media transfer / migration
New device setup
Backup & Restore
Apps pre-loader
Device reset
Device health check
In-store flashing
Integrated trade-in
Automated repair booking (+Loaner booking + Insurance booking)
Bulletin board
Device unlock
Reporting / Analytics
Software diagnostic
Extended hardware diagnostic

(1) Device reset (through static images with partitions extented), Wipe and Hardware diagnostics only. Excluding APFS volumes
(2) Device reset (through static images without partitions resizing), Wipe and Hardware diagnostics only.
   Support depends on Linux distribution and disk layout.

For more information or demo request please contact our sales team.

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softthinks
TECHNOLOGIES

SDS™ KIOSK
Softthinks Deployment Suite™

Identify and Reduce IT Return Costs
while generating new business opportunities

Improve Visibility
and analysis on IT Returns

Reduce Costs
of PC and mobile devices
reverse logistic operations

Generate Revenue
with new service offerings

Unify Processes
for PC and mobile
device returns

SDS™ KIOSK
Softthinks Deployment Suite™

Having both in-house consumer electronics experts and resorting to off-site repair centers represents an expensive and inefficient approach to solve your customers' computer and device-related issues.

With SDS-Kiosk, you can overcome these challenges with a simple solution while providing at the same time a unique service to your clients. This can be a healthy revenue source in itself, as well as create additional opportunities for upsales via our apploader, replacement products, accessories, etc.

To discover how to generate value from SDS-Kiosk, take 5 minutes to read this documentation.
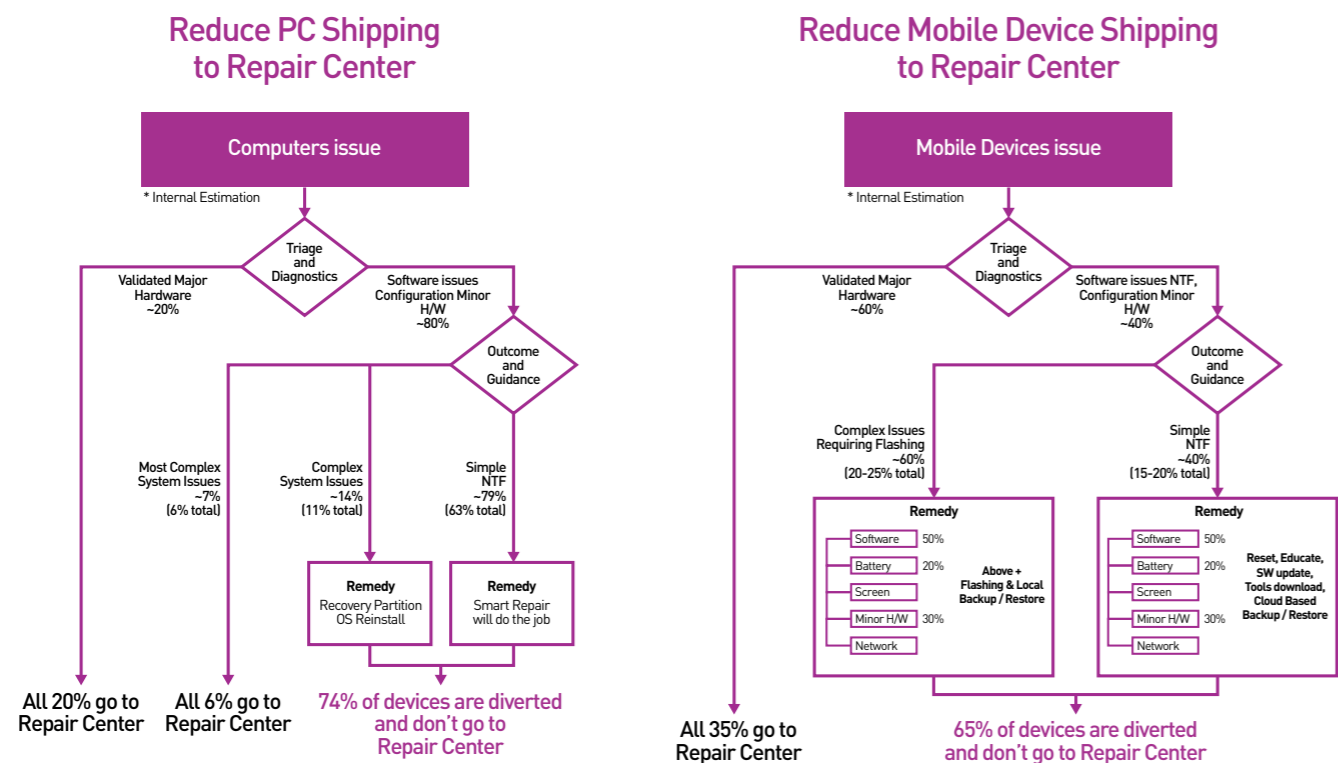
Improve Visibility and analysis on IT Returns

The first step to logistic process optimization is in the understanding of costs drivers.

To help retailers better identify these drivers, SDS-Kiosk allows them to:

- Record all transactions into a single SQL Database
- Allocate Standard Costs per store, or per brand and per model
- Consult all PCs and mobiles activities made on any site (per date, operation type / module, location) and export XLS / PDF reports
- View the activity on their sites in real time, or during the last 24h
- Push data from the SQL Database to their ERP software and read the data back from the ERP to automate some processes

Reduce Costs of PC and mobile devices reverse logistic operations

Avoid costs related to "no fault found." Prevent up to 74% of PCs and 40% of mobile devices from being shipped to repair centers. Typical Logistic flows after SDS-Kiosk implementation:

Reduce PC Shipping to Repair Center

* Internal Estimation

- Computers issue
- Triage and Diagnostics
  - Validated Major Hardware ~20%
  - Software issues Configuration Minor H/W ~80%
    - Outcome and Guidance
      - Most Complex System Issues ~7% (6% total)
      - Complex System Issues ~14% (11% total)
        - Remedy: Recovery Partition OS Reinstall
      - Simple NTF ~79% (63% total)
        - Remedy: Smart Repair will do the job

- All 20% go to Repair Center
- All 6% go to Repair Center
- 74% of devices are diverted and don't go to Repair Center

Reduce Mobile Device Shipping to Repair Center

* Internal Estimation

- Mobile Devices issue
- Triage and Diagnostics
  - Validated Major Hardware ~60%
  - Software issues NTF, Configuration Minor H/W ~40%
    - Outcome and Guidance
      - Complex Issues Requiring Flashing ~60% (20-25% total)
        - Remedy: Software 50%, Battery 20%, Screen, Minor H/W 30%, Network | Above + Flashing & Local Backup / Restore
      - Simple NTF ~40% (15-20% total)
        - Remedy: Software 50%, Battery 20%, Screen, Minor H/W 30%, Network | Reset, Educate, SW update, Tools download, Cloud Based Backup / Restore

- All 35% go to Repair Center
- 65% of devices are diverted and don't go to Repair Center

All devices returning from repair centers are connected to SDS-Kiosk for quality control

Generate Revenue with new service offerings

Generate additional revenue thanks to new service offerings:

CHECKUP **REPAIR** **RESCUE** **RESTORATION** **DATA SANITIZATION** **ANALYTICS**

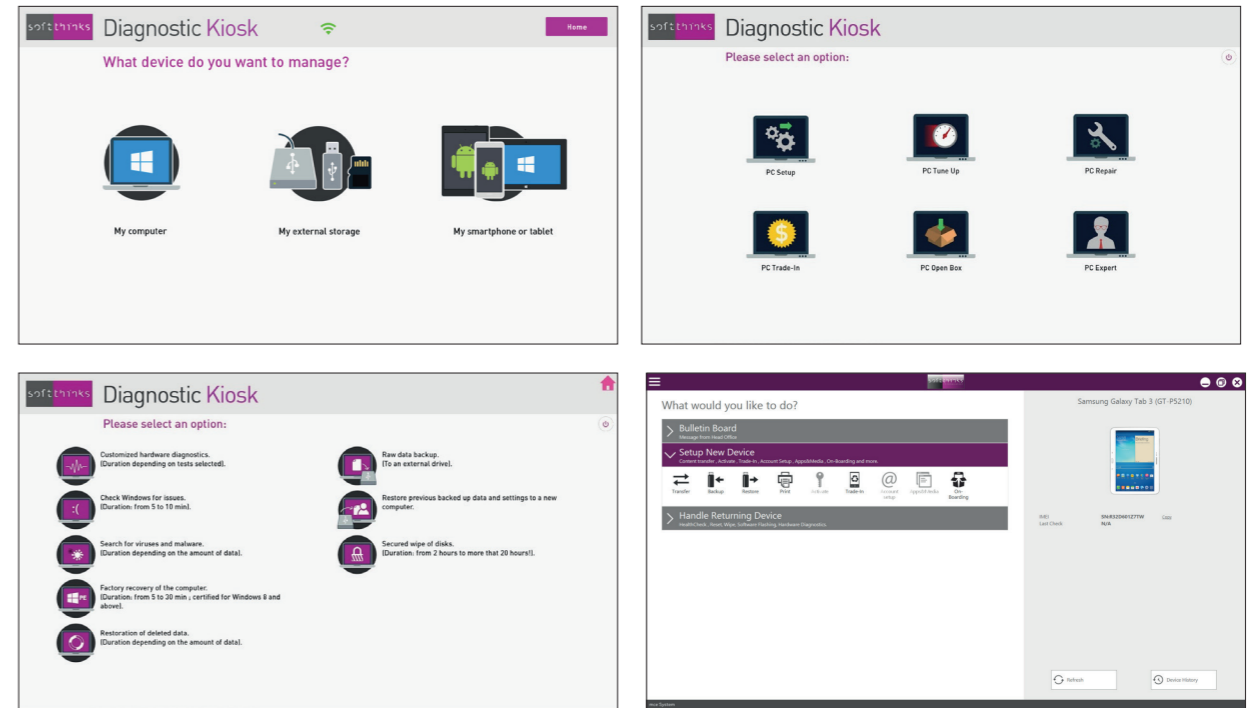## Unify Processes for PC and mobile device returns

Standardize all IT Returns into one single process with one single solution.

Benefit from consistent quality in all locations.

Leverage unified reporting abilities.

Our perfected solution is based on more than a decade of research, development, and application in computer and smartphone recovery and repair.

Customized, integrated & user friendly interface

About Softthinks

We have helped our customers reduce their IT support costs since 2000 through the use of our leading edge technology in imaging, deployment, operating system repair, and backup & recovery. OEMs, PC Retailers and enterprises have benefited from our innovative approach to solutions and our agile organization. During the past twelve years, major computer manufacturers including Hewlett-Packard and DELL have used our products as well as retailers such as Best Buy, Darty or Auchan.