

CASE STUDY

Maximizing Resale Value Through Advanced Repair Solutions

Delivering up to **93% Success Rates** Though Standard Device Repairs



The CHALLENGE

Tier 1 and Tier 2 mobile carriers frequently face challenges in maximizing the value of returned and pre-owned devices. These challenges vary depending on the end use case for each device – devices intended for insurance claims fulfillment, for example, require a higher cosmetic and functional quality than those destined for resale in secondary markets.

Our APPROACH

We collaborate with our clients across more than a dozen programs to implement a flexible and scalable standard repair process tailored to the unique requirements of each program. Our approach includes:

Comprehensive Repair Capabilities:

Utilizing advanced repair techniques to restore devices to a condition suitable for their specific end use case.

Customized Quality Standards:

Adapting repair outcomes based on whether devices were destined for insurance claims, trade-in programs, or resale in secondary markets.

Data-Driven Insights:

Leveraging detailed reporting and analytics to refine repair processes and ensure program alignment.

Streamlined Operations:

Implementing efficient workflows to handle high volumes across multiple carrier programs while maintaining consistent quality.



The RESULTS

Our standard repair solutions achieve remarkable results:

High Yield Rates:

Successfully "grade skipping" 82-93% of devices, depending on their initial condition and end use case.

Program-Specific Excellence:

Meet or exceed quality standards tailored to individual client needs, ensuring devices fulfill their intended purposes.

Enhanced Device Value:

Significantly improving the resale or reuse value of repaired devices, benefiting both our partners and their customers.

Scalability Across Programs:

Deliver consistent results across a diverse portfolio of mobile carrier programs, demonstrating the flexibility and effectiveness of our approach.