

Battery Test Solution

No Other Battery Test is as Fast, Accurate, and Effective as Cellebrite Diagnostics.

Avoid repair bookings and unnecessary battery replacements and delight your customers by actually resolving their most common and frustrating complaints in no time at all.

Main Features:



Fast and accurate – complete in under 2 minutes



Lab quality tests, in-store



Tests embedded batteries - no need to remove



Identifies alternate causes for battery complaints



Single-click activation for automated correction of issues affecting battery drainage



Patent-pending technology

Main Battery Issues

- Battery problems represent the number 1 complaint by customers
- In-store troubleshooting is ineffectual and time consuming
- 80% Of replaced batteries are unnecessary

Cellebrite Diagnostics performs lab-quality battery tests in < 2 minutes with a 97% success rate in resolving common complaints

Battery Drain – One Complaint, Multiple Causes, Many Dissatisfied Customers

One out of every four phone complaints is related to battery drain. However, even though the symptoms indicate a battery problem, the real cause is typically not hardware-related. A number of things can result in unusually high battery drain, including:

User-downloaded applications

Some apps consume an unusually high amount of battery per minute and keep services running, even after the app's user interface is closed

System and pre-installed apps

Often installed with the operating system or by the carrier, these apps and services typically don't have user interfaces and run "hidden" in the background

Communication and connectivity service

Continual seeking, transmitting, and receiving of messages or data can quickly drain a battery

Non-optimized phone settings

Users may unknowingly sabotage themselves by choosing long screen timeouts or maximum screen brightness settings

Malware

Infected apps reduce phone performance, cause unexpected crashes and slow performance

Drawbacks of Legacy Testing Methods

Battery drain is not a new complaint. Over the past several years, many solutions have emerged to tackle this issue, but not one can deliver in all three areas of cost, speed, and accuracy.

Battery Health Software and Apps – Fast, but inaccurate

- Quick tests but, unfortunately, inaccurate
- Lack all the information needed from the OEM to make accurate determinations
- Return "Good" status as a default response

Hardware-based Tests – Time-consuming, costly, and risky

- Rapid tests based on older nickel metal hydride and nickel cadmium batteries are inaccurate
- Accurate testing options take hours to complete and are impractical for a while-you-wait in-store solution
- Very high initial investment with even more cost added to purchase the adapters for each battery type
- Manual update processes and configuration changes require management and increase the chance for error
- Requires removal of "non-removable" batteries for accurate testing, increasing the risk of costly damage to the phone or the battery itself

For most mobile operators and retailers, the inaccuracy, cost, time, skill, and risks involved with legacy testing methods are too great and the phones wind up being booked in for repair or have the battery replaced unnecessarily to satisfy the customer. These costs are multiplied when the true cause of the problem isn't the battery. The customer returns even more frustrated and the process begins again. Cellebrite eliminates these drawbacks with fast, accurate, automated tests for a fraction of the cost.

Building a Better Battery Test

Innovative, Patent-pending Technology

Cellebrite's battery test provides a quick and accurate analysis for battery health. Unparalleled in the market, the battery test supports phone models with embedded batteries to reduce the risk of damage to the device or the battery itself. The test does not require any special hardware, such as different adapters for each phone model, and does not require software upgrades to support new types of batteries. The test runs automatically, with results in under two minutes.

Cellebrite's patent-pending battery test uses real-world learning and advanced algorithms to produce lab-quality tests in minutes. The engine that drives this breakthrough innovation is based on:

- Baseline parameters and data extracted from "good" batteries
- Conducts machine learning capabilities using complex algorithms to teach the software the difference between good and bad batteries
- Automated gathering and analysis of big data from all Cellebrite Diagnostics sessions globally to continually refine the software's ability to learn the difference between good and bad batteries. This autonomic learning makes Cellebrite Diagnostics more intelligent, more accurate, and more valuable every day

Find the True Cause of Battery Complaints

Cellebrite Diagnostics goes beyond testing the battery itself, performing in-depth analysis on other areas that could potentially affect battery life, including:

- Malware detection and removal
- Apps performance – history of crashed, hung apps
- Phone configuration – identifies settings that could affect battery usage such as screen timeout and brightness
- Connectivity – Wi-Fi, network, Bluetooth

Resolve and Prevent Future Complaints

Once the cause of the customer's battery complaint is found, Cellebrite Diagnostics recommends actions relevant to the test results to address the existing issue and prevent similar performance complaints in the future, including:

- Correcting the problem with a single-click
- Replacing the battery, if warranted
- Educating the phone's owner about usage and configuration choices that can reduce battery life.





8 OF 10 BATTERY REPLACEMENTS



ARE UNNECESSARY

Reduce expense and educate customers with Cellebrite's patent-pending battery test that delivers lab-quality results in under two minutes!

About Cellebrite

Cellebrite is a world leader in providing Operators, Retailers and Aftermarket Service (AMS) Providers, with advanced mobile lifecycle solutions to enhance the customer experience, improve satisfaction, reduce cost, and generate revenue. With delivery channels in-store, on-device, and over the web, mobile retailers can take advantage of Cellebrite's full suite of mobile lifecycle solutions: diagnostics, phone-to-phone content transfer, backup, restore and wipe, automated phone buyback, and application and content delivery. In addition, Cellebrite offers retailers monitoring, statistics and analysis of all activities. Cellebrite's global leadership is demonstrated through its deployment of over 150,000 units at more than 200 mobile operators and retailers globally, representing well over 100,000 stores and handling hundreds of millions of transactions per year.

Founded in 1999, Cellebrite is a subsidiary of the Sun Corporation, a publicly traded Japanese company (6736/JQ).

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