

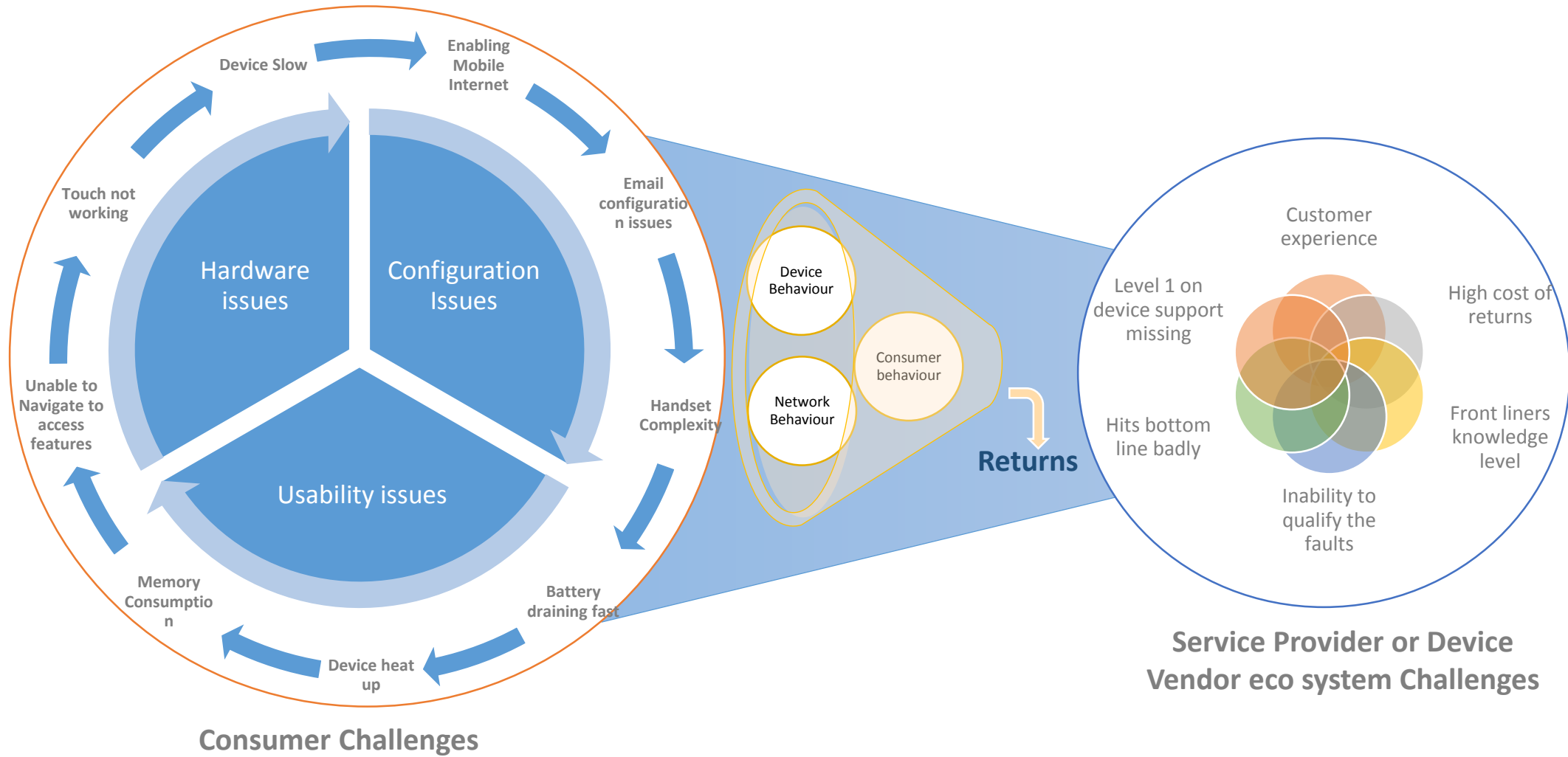


**GIZMO
DOCTOR**

On device doctor for smartphones

Product Concept Note

Current Business Challenges



No Trouble found on 60%+ Mobile devices returned

2/5th of the devices returned to **configuration issues**

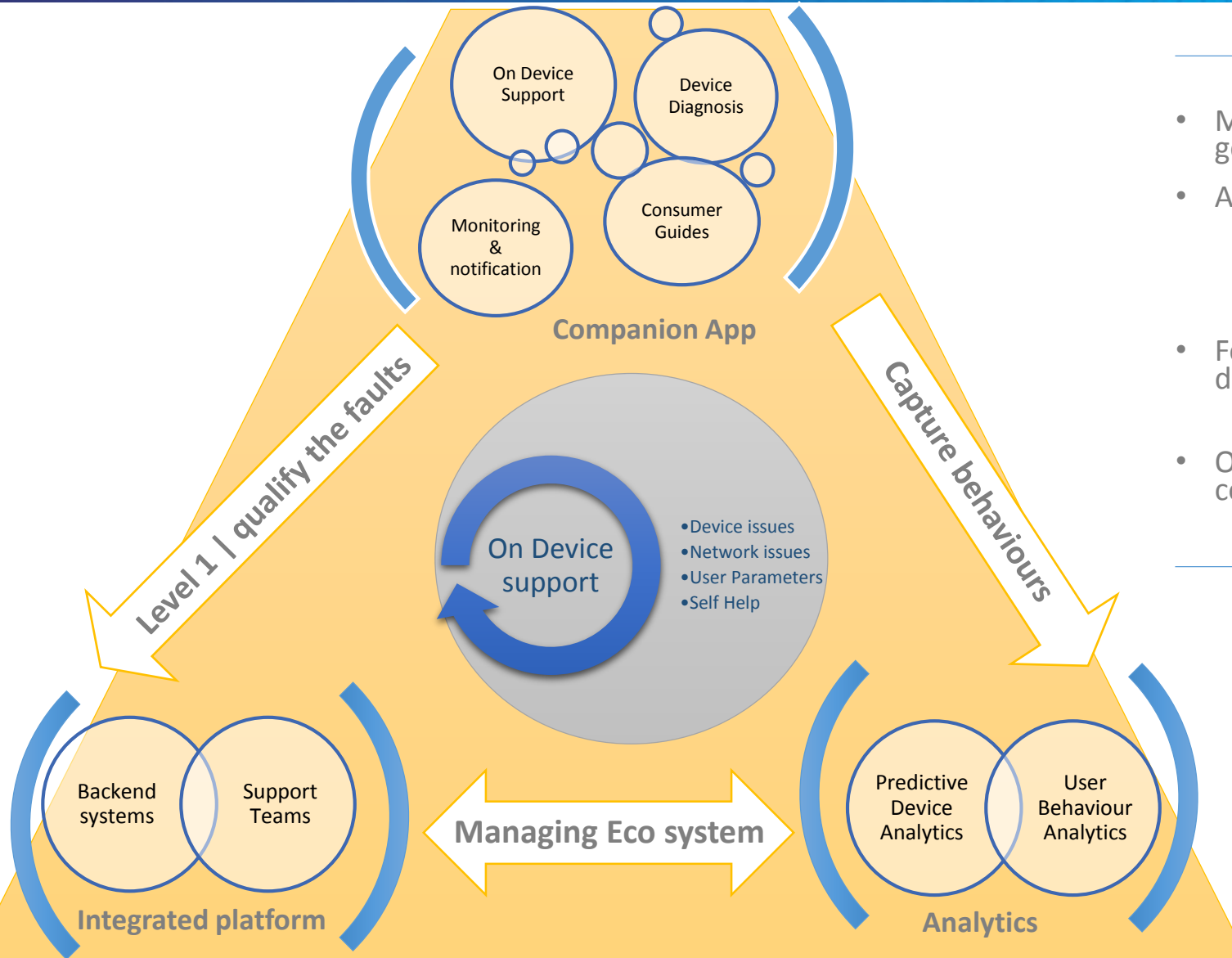
Recent **Feature phone to Smart phone** movement

Devices not latching to network

Switching different operator Sims

Unnecessary apps on devices, killing performance

The need



- Mobile device has evolved, customer behaviours in many geographies still to be evolved
- Actually devices have become further complex for user
 - Diversity of Operating systems
 - Diverse GUI for each hardware manufacturers
 - Application chaos!
- Feature phone to smartphone migration is a major shift in developing nations
 - One of the top reasons leading no defect returns
- Out of box settings or network auto-correction can't fix all configuration related issues

Target segments



E-commerce



Mobile brands



Retailer & distributor



MNO selling devices

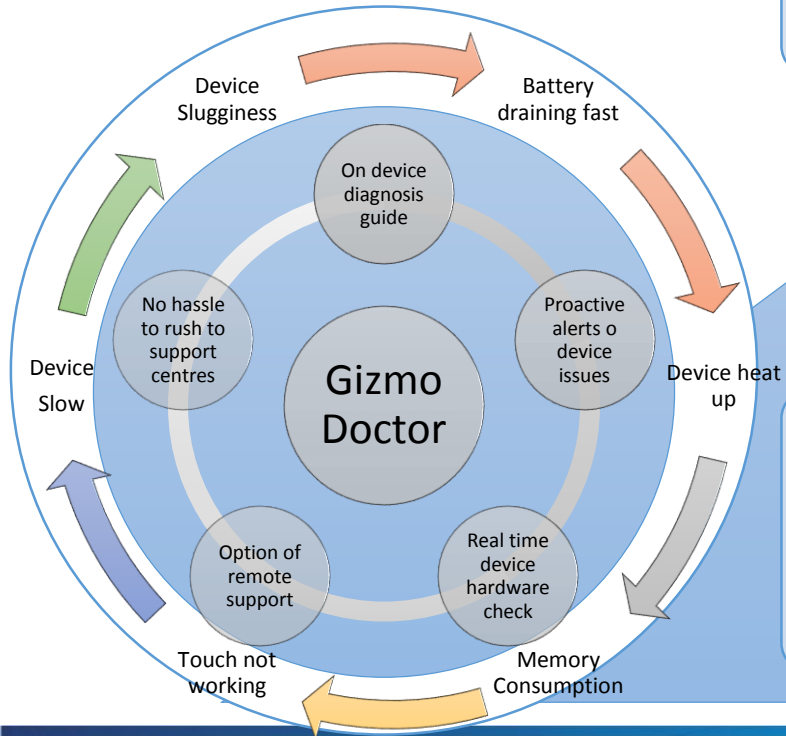
Our Solution



Gizmo Doctor is an apt solution for Device Manufacturers, Retailers, and e-Commerce marketplace Players for minimising device returns which leads to logistics/device inventory cost as majority of times there is no issue found in the device.



Consumer Benefits



- Real Time Hardware Test
- Device Slow Reason/Alerts
- Device heating Reason/Alerts
- Battery Draining Reason/Alerts

- Inbuilt how to self help guides for prominent Configuration features
- Issue based in app support

Hardware issues

Configuration Issues

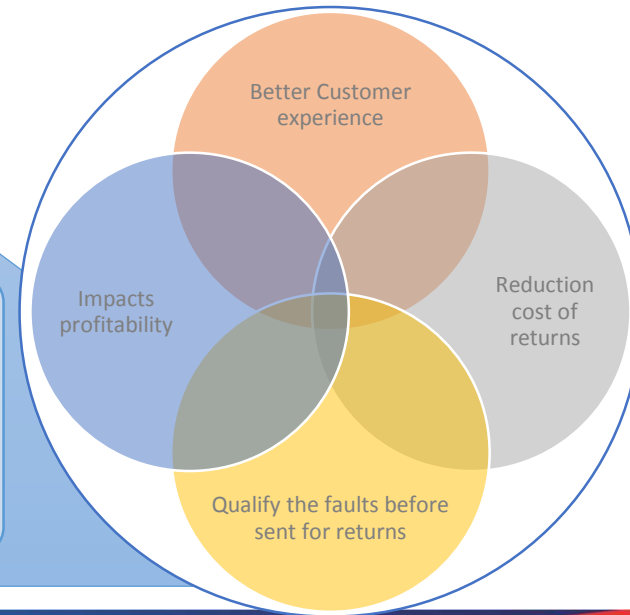
Remote Support

Usability issues

- Integrated Remote support
- GUI from front line executive
- Capture device logs and generate analytics

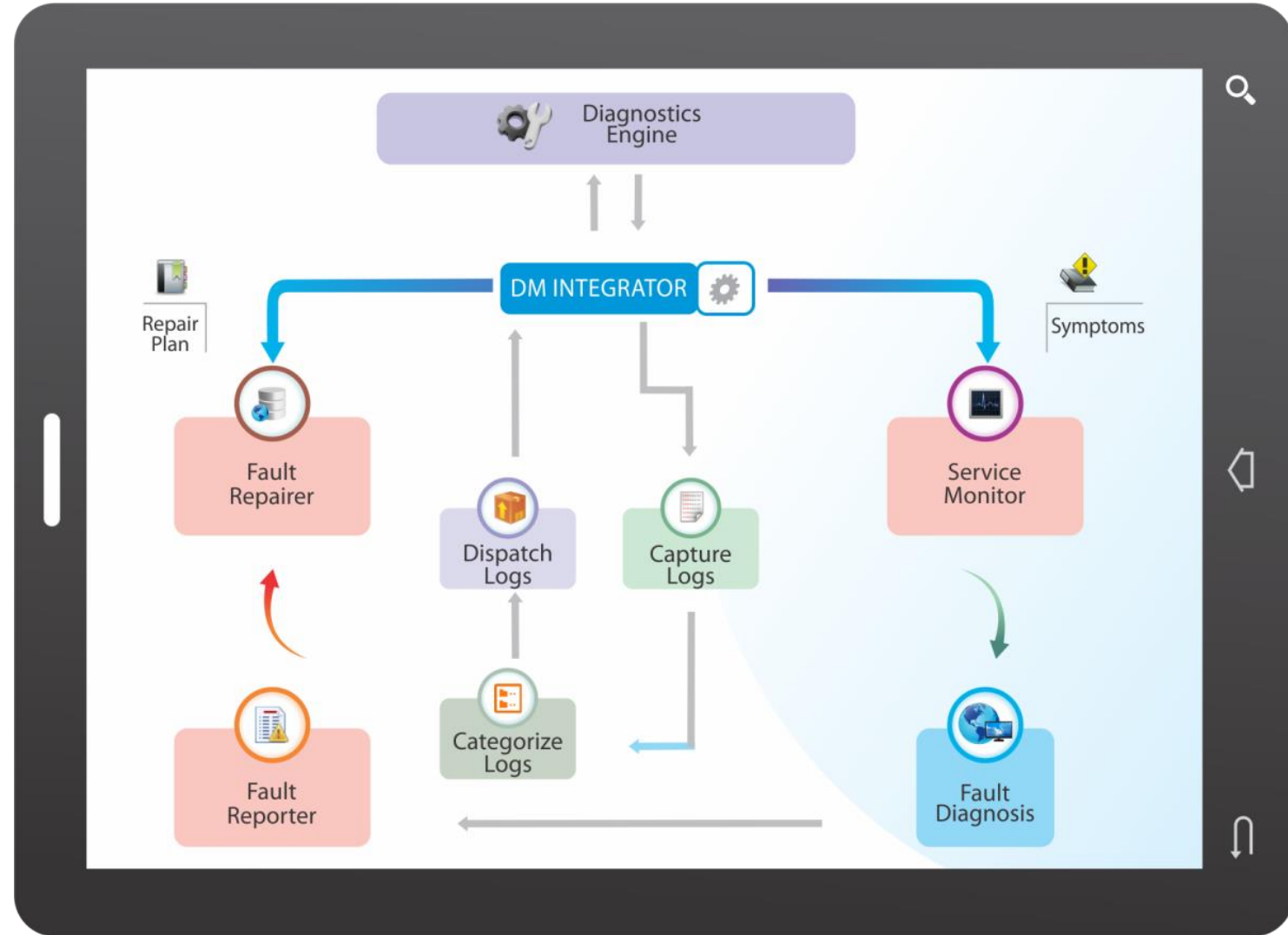
- Power Saving Profiles
- Set Notifications and Alerts
- Proactive notifications on Internet not working, WIFI on/off

Hardware vendor/Service Provider Benefits



How Does It Work?

Our Solution Framework



Thank You

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