DQ Solutions

Authorised
Enterprise Reseller

Retail. **Business.** Education.

DQ Service Tool

Asset Management Tool
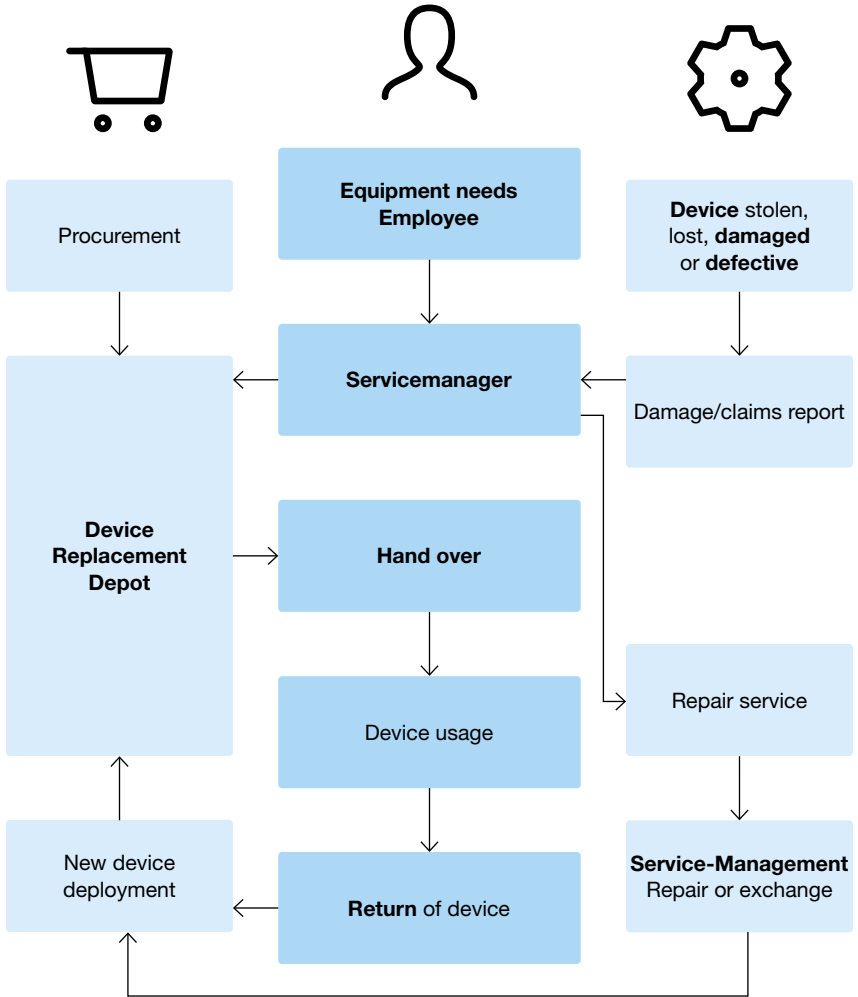Warranty-Extension

dq-solutions.ch / business

DQ Service Tool

The DQ Service Tool is device swap, repair, service and insurance handling in one application. The management of mobile devices (e.g. iPad or iPhone, but also devices from other manufacturers), including the corresponding accessories, is possible at any time and from anywhere.

Devices can be allocated to an employee and physically handed over directly. In the event of defects or theft, optimal replacement device management takes effect, so that for example, an exchange by post or bring-in can take place immediately. Unwanted waiting times and absence from work are thus eliminated.

The DQ Service Tool is very dynamic and can be individually tailored and configured according to requirements.

Additional Information:
www.dq-solutions.ch / DQ-Service-Tool

Procurement

Equipment needs Employee

Device stolen, lost, **damaged** or **defective**

Servicemanager

Damage/claims report

Device Replacement Depot

Hand over

Device usage

Repair service

New device deployment

Return of device

Service-Management Repair or exchange

Overview
of key features

Webinterface
Thanks to the web interface, data can be accessed at any time and any place.

Access
The application enables role-based access management and documentation. Administrators and users are defined for the administration of the application and it is determined who is allowed to perform or see which functions.

Safety
The transfer of the identification data between the workstation and the server of the service provider is secured via the TLS protocol. Availability of more than 98 % is guaranteed.

History and device information
A detailed history of all information (e.g. serial number, model, user, event data etc.) of a device that supports efficient device handling is shown.

**Device swap
and replacement depot**
Every device replacement can be carried out directly via bring-in, mailing or on-site service. A customer internal replacement device depot is also possible, so that access to the required devices is guaranteed at all times.

Rollout
Devices can be assigned to specific employees, encoded and / or provided with a clear name, which generates a unique identification.

Rollback
If the device is returned, the assignment for the relevant employee can simply be canceled.

**Service Management
and Repair handling**
In the event of a warranty claim or damage, the device is supplied to DQ Solutions for repair handling and complete damage documentation with photos and scanning (e.g. police or insurance reports). In addition, electronic quote management can be displayed in the case of self inflicted damage.

Label- and Document Management

For the distribution of devices and replacement device management, specific label inscriptions, such as barcodes, numbering or real names, return receipts, output and / or receipts are generated.

Notification Management

Various notification options can be activated, instructions or process images can be integrated.

Notifications for example, can be passed directly to the MDM manager (Mobile Device Management).

Insurance handling

Insurance handling can be displayed in the application.This includes registration, control, cash flow, document management and coordination with the desired insurance or leasing partners.

Evaluations and analysis

Various analysis of the current device status, the course of repairs, the exchange history and information on the value including depreciation can be displayed.

Connection to the Enterprise Mobility Management (EMM)

If desired, data can be transferred and compared between EMM and the DQ Service Tool.

SIM Card Management

Information on the user's SIM card such as PIN, PUK or SIM number is stored in the DB. Optionally, SIM cards can be inserted, activated and stored in the system for the device / employee before the device is issued.

Additional options

Simple deletion
Devices are simply reset for new employees. Old content is no longer available. If the devices are no longer accessible via MDM, we ensure that they are simply deleted before the exchange.

Delete safely
With the secure scratch function, data can be sorted according to specific requirements and deleted completely and securely or the device is shredded under supervision.

Screen protector and cases
On request, the devices can be equipped with screen protectors and inserted into protective cases.

Preconfigure
Devices are pre-configured as required and / or included with data.

Packaging
The devices can also be newly packaged or unpacked.

DQ Mobile Protect

Warranty Extension
With the DQ Mobile Protect warranty extension, iPhones and iPads can be secured.

The devices are covered against unforeseen and sudden damage or destruction as a result of external influences such as:

- Fall, Droppage, Tremors
- Power surge
- Fire, natural forces, water and liquids of all kinds
- Simple theft, burglary in the warehouse / replacement equipment depot

Prices

• 20 – 50 devices	**5.– / month**
• 51 – 100 devices	**4.– / month**
• 101 – 200 devices	**3.– / month**
• 201 – 400 devices	**2.– / month**
• 401 – 500 devices	**1.75 / month**
• 501 – 600 devices	**1.50 / month**
• 601 – 800 devices	**1.25 / month**
• from 801 devices	**1.– / month**
• Set up fee*	**490.–**
• Simple deletion	**25.–**
• Secure deletion	**30.– / iPad** **50.– / Surface**
• Additional options	**on demand**
• DQ Mobile Protect	**1.– / month**

*once per client

Price per device;
VAT included.

References

BUS UND SERVICE AG

maltech
Vermietung · Service · Schulung

SWISS

edelweiss

Oswald
Seit 1951

TMI TRADE
MARKETING
INTELLIGENCE

klubschule
MIGROS

PostAuto

WÜRTH

≪ For 8 years we have been relying on the competent service of DQ Solutions and the individually tailored DQ Service Tool. This enables us to have a smooth asset management for our Surface Pros, iPhones and iPads ≫

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