

Teleplan's customer newsletter conducted an interview with François Lacombe, Teleplan's CEO, ahead of Mobile World Congress.



François Lacombe,
Teleplan CEO

INBRIEF: François, as a veteran of the after-market service (AMS) industry can you describe what you feel sets Teleplan apart from its competition?

François: Teleplan's portfolio of proprietary multi-technology test solutions is certainly unique and a key differentiator in the industry. The Global Engineering team encompasses over 100 engineers across most of our sites and is orchestrated from our Innovation Center in Tallinn, Estonia, which is the center of gravity for our Research & Development. The team has a deep understanding and long lasting experience in developing leading test solutions for mobile devices, customer premises equipment (CPE), networking equipment and other connected devices, as well as data wiping and data destruction solutions for storage products.

Looking to the future, it is my firm intention to continue to invest in innovation and to further enhance the value that Teleplan generates for

its customers. We have been building on our technical excellence, industry experience and flexibility, and now have a structure in place that will accelerate the delivery of future innovations.

INBRIEF: At Mobile World Congress (MWC) 2016 you unveiled Revolution, a fully functional automated mobile tester, which you positioned as a disruptive technology in the after-market test space. In your opinion, has Revolution delivered on its promises and has it been a successful launch for Teleplan?

François: Since MWC 2016, Revolution has been deployed globally and is now integrated in our mobile solutions in North America, Asia Pacific and Europe. It has also become part of our customer's in-hub solutions as well as their 3rd party logistics centers, as the Revolution Ecosystem Platform solution is portable and can be deployed anywhere. The existing customer base ranges from OEM and retailers to insurance companies providing extended warranty services for various mobile brand owners. We also leverage this technology ourselves to support some of our mobile operator programs.

This platform is used to streamline the management of "trade-in" returns, or even used for incoming or outgoing quality inspections in certain scenarios.

INBRIEF: In short, what is the unique selling proposition (USP) of the Revolution Ecosystem Platform?

François: There will be an estimated 1.5 billion smartphones sold this year of which 300 million (20%) mobile devices are predicted to be returned at some point. Most of today's reverse supply chain and after-market service processes for smartphones have a high dependency on manual labor for functional testing, data removal and verification. This dependency is both costly and opens up the process to human error.

In short: Revolution reduces testing time to under five minutes for Android

devices and slightly over 5 minutes for iOS software platforms for a fully comprehensive assessment of up to 48 test points. In any case the human touch time per mobile device is less than 30 seconds.

INBRIEF: What can be expected at MWC 2017; what are the future solutions on your innovation roadmap?

François: Visitors will have the chance to see our Revolution Ecosystem Platform live. They can also navigate virtually through our overall mobile offering and tailor it to their individual needs; an experience they can take away and share with their peers as we will be making it available to them online after the show.

Our 2017 innovation pipeline encompasses a larger format version of the Revolution Ecosystem targeted for tablet device and touch-type laptop testing. We are also investigating the possibility of bringing some elements of our test know-how to the retail environment. But our roadmap does not limit itself to testing, we are also looking into innovative ways to restore glass, metal and plastic parts to an "as-new" condition, and I am not only talking about mobile devices... But that would be for another interview!



Thank you, François for this interesting outlook. We hope that you have a successful Mobile World Congress.

Teleplan is exhibiting in Hall 5, booth 5H61 and it is definitely worth a visit to get first-hand insight into their innovations. Also please feel free to join their traditional Happy Hour from 16.00 to 18.00 hours from Monday to Wednesday.