



## **Lean** One-Touch™ Case Study

### **Introduction**

#### **About FutureDial**

FutureDial Inc. has been leading the market in wireless-device data clear since 1999. Our approach to increasing process automation is improving cycle time of devices. We provide seamless solutions that include automating receipt, triage and functional testing, data clearing, reporting, and business intelligence through our data analytics software.

#### **About this Case Study**

FutureDial's latest initiative with fully integrated and highly configurable solutions have allowed clients to consolidate process steps, thereby reducing labor requirements, floor space and WIP, while easily tailoring the solution to their exact business requirements.

## Global Resale Profile

Headquartered in Austin, Texas, Global Resale is a full-service, international resell and reverse logistics business focused on the mobile, IT, and electronics sectors. Global Resale partners with the leading manufacturers, carriers, lessors, retailers, resellers, and large corporate accounts to handle their worldwide reverse logistics needs. With state-of-the-art processing centers in Texas (Global Headquarters) and Essex (European Headquarters), Global Resale serves as a single-source solution for its partners, offering the full range of reverse logistics capabilities, including takeback, collection, inventory, data sanitization, repair, harvesting, and resell.

In 2016 Global Resale completed the buildout of its 80,000 square foot state-of-the-art services and refurbishment center in Texas and expanded its footprint to Europe by adding an advanced distribution and technical services center in the United Kingdom. The company has increased its capacity and broadened its capabilities to refurbish and resell wireless devices, computers, data center equipment and electronics. The United Kingdom center is fully integrated with the company's United States operations to ensure that customers have quicker access to a truly global supply of inventory.

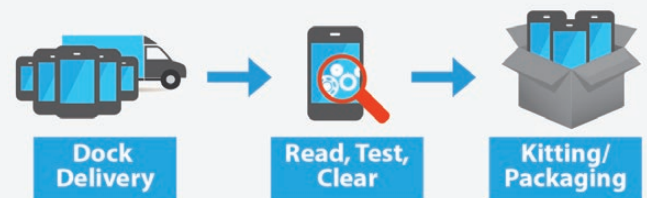
Global Resale Austin, Texas headquarters has achieved multiple quality certifications. The team developed and implemented the policies and processes to support their ISO 9001:2015, ISO 14001:2015, OHSAS 18001:2007, and R2 certifications. The R2 Standard is the premier global environmental, worker health and safety standard for the electronics refurbishing and recycling industry.

In March 2016, Brightstar Capital Partners completed its acquisition of Global Resale in partnership with the company's founder and CEO, Jeff Zeigler. As part of the transaction, Brightstar Capital Partners initially committed \$50 million to Global Resale to fund the company's growth. Global Resale will use the capital infusion to broaden its geographic footprint, launch new online marketplaces, and expand its service offerings across various product categories.

## Assessment

Global Resale embarked upon their latest wireless opportunity from a Lean perspective. Their election to utilize the full suite of FutureDial solutions has enabled them to streamline their process, throughputs and efficiencies.

Accommodating 75,000 devices per shift per week for a returns and trade supply chain, Global Resale is responsible for asset tracking, testing, clearing and grading. They are able to accomplish this within a three step process end to end.



This streamlined process returns high capacity with minimal labor requirements.

- 4 Million device Annual Volume Capacity per Shift
- 30 Lean one Touch Stations
  - 40 Ports per Station = 1,200 Lean One Touch ports
- 20,000 devices processed daily on a single shift model
  - 40 full time employees
  - Overall Program = 62.5 devices per employee hour
- High operator success with minimal turnover

## Lean One-Touch

FutureDial's Lean One-Touch has enabled Global Resale to combine device testing into a single station by utilizing device automation. This user-friendly platform enables even the newest operators to successfully and efficiently process various devices simultaneously. The operator simply connects devices into next available port through a standard USB device cable and continues as prompted. Once the device is connected, Lean One-Touch will automatically detect the device make/model information in addition to the IMEI and memory size and begin processing; depending

on the customer's configuration, Lean One-Touch will automatically begin content clearing or work through the various functional tests as configured. Lean One-Touch will notify the operator via a "green" tile corresponding to the specific device signifying a completed process. The operator can then disconnect the completed device and connect the next device while the connected device continue through their individual processing. This perpetually running system is optimized for highest throughput and operational efficiencies.

## The FutureDial Solution

### Battery Charging

With use of FutureDial's powered USB hubs, the idea of charging devices is a thing of the past. FutureDial has automated this feature into Lean One Touch which removes this thought and responsibility from the operator. The highly configurable design accommodates multiple business models by electing specific charge levels. For programs that do not require a charge minimum, single station processing on these hubs do not require a charge, and thus, since integrated do not drain capacity but rather provide a charge during normal processing. For programs that do require a minimum charge level for resale, FutureDial's software will verify charge level of the device and continue to charge until the minimum percentage is met per Global Resale's requirement.

### Device Identification

Lean One-Touch reads important information out of the device, including but not limited to Serial Number, IMEI/MEID, Manufacturer, Model, Memory Size, Color, and Carrier. This improves process quality by pulling direct from device by eliminating operator identification errors.

### Testing

Based on business model, Lean-One Touch will automatically begin testing functions on the device where elected. These easily configurable profiles enable Global Resale to select only the testing required for their various programs. This logic eliminates redundant testing. Likewise, functional testing can be disabled for business models that do not require functional criteria.

Operator assisted testing will prompt the operator with specific instruction to complete testing, thereby assisting FutureDial's software with detecting results such as touch screen functionality.

### Data Clear

Lean One-Touch will then begin data clearing the device to remove all consumer content. This fully automated process will prompt the operator when complete, which completes the Lean One-Touch transaction. The operators then can simply disconnect the device and route to inventory as a finished good.

## Business Intelligence

By utilizing live business intelligence software, such as FutureDial's LeanAlytics, Global Resale can keep a proactive eye on improving operators, machines and process in real time. Live dashboards flag issues instantly so that problems are resolved immediately with minimal impact to production. Power BI provides for a deeper understanding. For example, common reporting in the industry today may say that Operator #1 has a high failure rate of 5%. The data collected via FutureDial's platforms and Global Resale's WMS have enough information to pinpoint the specific training issue. Perhaps Operator #1 is struggling with a specific test or model. This kind of insight has been paramount in boosting both productivity and quality.

These live BI flags have also improved the technical maintenance by monitoring machine performance at the port level. Easy visuals provide indicators when equipment needs to be serviced, thereby, reducing false failures in process.



## Testimonials

“ With receiving and processing mobile phones from everywhere around the globe we needed a seamless solution to meet our strict quality and high velocity standards. Full diagnostics, reporting and business intelligence are critical and partnering with Future Dial delivered the total package.

—Jeff Zeigler,  
CEO of Global Resale

“ The evolution of reverse processing for wireless devices over the last two decades has made great progress with the addition of automation. Global Resale has taken these advancements to a new level by streamlining their process with the utilization of FutureDial's highly configurable Lean One-Touch to setup and execute the high efficiency process of tomorrow. Global Resale's forward thinking approach discarded costly restraints of legacy WMS as well as antiquated manual process limitations and instead chose to partner with FutureDial to overcome these challenges, allowing them to operate a Best-In-Class operation without hindrances. FutureDial is extremely pleased with this partnership and the success of Global Resale.

—Steve Manning,  
CCO of FutureDial

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