

Trustify Technology Launches DeviceDiag AI Platform™, Cutting Edge Security Camera RMA Resolution from Weeks to Minutes

AI-powered diagnostic platform validates returned security cameras in under 120 seconds with 99% accuracy, enabling channel partners to reduce costs by 90%

MILPITAS, CA, UNITED STATES, August 19, 2026 /EINPresswire.com/ -- [Trustify Technology](#) an AI hardware and software company specializing in device lifecycle automation, today announced the launch of [DeviceDiag AI Platform™](#), an AI-powered diagnostic

station designed to automate the testing and validation of returned security cameras for enterprise integrators, distributors, and reverse logistics teams across North America.



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Imagine taking a 100-camera troubleshooting project that usually takes 100 labor hours and finishing it in just 3.3 hours or less. That is the reality of AI-driven diagnostics.”

Richard Ku

Purpose-built for the growing B2B security and surveillance market, DeviceDiag AI Platform™ helps organizations dramatically reduce the time, labor, and operational costs associated with traditional return merchandise authorization (RMA) processes.

The North American B2B security and surveillance market is valued at approximately \$26.84 billion in 2025 and continues to expand rapidly. Yet despite advancements in camera hardware and cloud management, the industry's diagnostic and return workflows remain heavily manual,

time-intensive, and costly.

According to industry estimates, the average all-in cost of a single security camera RMA incident can exceed \$800 when accounting for onsite labor, administrative processing, device replacement, logistics handling, and system downtime. In many cases, organizations also incur the cost of multiple technician dispatches, delayed issue resolution, and temporary security blind spots.

Compounding the issue further, a significant percentage of returned security cameras are classified as "No Fault Found" (NFF), meaning the device ultimately shows no confirmed hardware defect after inspection. These unnecessary returns contribute to wasted labor, excess refurbishment costs, avoidable inventory replacement, and increased operational inefficiency throughout the supply chain.



"For too long, the security industry has relied on manual troubleshooting workflows that create unnecessary delays, labor costs, and downtime," said Andrew Nguyen, Owner and CEO of Trustify Technology. "A single camera issue should not require weeks of back-and-forth diagnostics or multiple technician visits. DeviceDiag AI Platform™ was built to modernize that entire process through automation and AI-driven validation."

DeviceDiag AI Platform™ combines specialized hardware with AI-powered software automation to perform comprehensive camera diagnostics in a single station without requiring a technician onsite. Using a dedicated Neural Processing Unit (NPU), the system automatically analyzes device health, validates hardware functionality, and generates a verified pass/fail assessment in under 120 seconds.

The platform performs a complete suite of automated tests covering:

- Video quality and image integrity
- Audio performance
- Infrared and night vision functionality
- Motion and environmental sensor validation
- Network connectivity and communication testing
- Firmware recognition and device identification

The system supports Wi-Fi, Ethernet, 4G/5G cellular-communicant environments commonly used across enterprise surveillance deployments.

Unlike traditional manual diagnostics that often require technician interpretation and multiple troubleshooting steps, DeviceDiag AI Platform™ automatically identifies camera model and firmware configuration with minimal user interaction. Diagnostic results can be exported into PDF, JSON, or CSV reports for integration into existing warehouse management systems (WMS), enterprise resource planning (ERP) platforms, and operational workflows.

"With DeviceDiag AI Platform™, we are giving enterprise partners a faster and more intelligent way to validate surveillance hardware," Nguyen added. "By leveraging dedicated NPU acceleration and automated testing workflows, organizations can diagnose video, sensor, and network health with speed and consistency that traditional manual processes simply cannot match."

For organizations managing large fleets of surveillance devices, the operational impact can be substantial. DeviceDiag AI Platform™ is designed to help reduce unnecessary device replacements, minimize onsite diagnostic visits, accelerate return processing, and shorten the time required to restore security coverage.

The platform directly addresses one of the industry's most persistent inefficiencies: extended turnaround times. Traditional RMA resolution cycles often take between one and three weeks depending on shipping, technician scheduling, and manufacturer review timelines. DeviceDiag AI Platform™ compresses that validation process into minutes, enabling enterprise teams to make faster operational decisions and return functional equipment to service more efficiently. Richard Ku, VP of Sales and Marketing at Trustify Technology, described the launch as a fundamental shift in the economics of enterprise device troubleshooting.

"The 'Efficiency Delta' has arrived. Today, Trustify Technology launches DeviceDiag AI Platform™, and the numbers speak for themselves," said Ku. "Imagine taking a 100-camera troubleshooting project that usually takes 100 labor hours and finishing it in just 3.3 hours or less. That is the reality of AI-driven diagnostics."

DeviceDiag AI Platform™ is available now in the United States and Canada, with deployment timelines typically ranging between two and four weeks. Trustify Technology offers solutions for both SMB and enterprise-scale organizations operating across multiple facilities and regions, and provides custom development services, onboarding support, and new camera model integration through its New Product Introduction (NPI) process.

"Our goal is to eliminate unnecessary friction across the entire device lifecycle," Nguyen said. "Diagnostic automation is becoming a foundational requirement for enterprise surveillance operations — and we intend to lead that shift."

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