TAVANT WARRANTY MANAGEMENT

An integrated solution for end-to-end Warranty Lifecycle Management
Tavant Warranty

Real-time collaboration
OEMs | Suppliers | Channel partners

Streamlined Processes

Improved Profitability

Positive Customer Experience

Enhanced Brand Value
Multilingual + Multicurrency Support
Omni Channel Product Registration
Customer Engagement

FEATURES

- Extended Warranties
  - Warranty Claims Management
  - Supplier Recovery
- Service Contracts
  - Administration
  - Part Returns
  - Warranty Intelligence

20%
Reduction in Total Warranty Spend

30%
Reduction in Claim Processing Time

50%
Increase in Supplier Recovery

ZERO
Fraudulent Claims
Available as SAAS Model on Salesforce.com

**Benefits**
- Auto Reminder Alerts
- Reward Based Multi-stage Registrations
- Buyer Consolidation
- Inbuilt Intelligence
- Cross Sell/Upsell
- Post-Sales Communication & Support
- Capture Feedback

**Features**
- The only native warranty solution on salesforce.com platform
- Seamless configuration of workflow, business rules, and policies
- Configurable user interface
- Closed-loop warranty management
- Easy cross-functional integration

**Timeframes**
- Claims processing: < 10 Days
- Part receiving: < 1 Day
- Part shipping: < 10 Days
- Setting up campaign: < 1 Day
- Inspection cycle time: 5-6 Days
- Part-return cycle time: < 28 Days

**Percentage Reduction**
- 100% Elimination of Duplicate Claims
- 85% Claims Auto Processing
- 82% Reduction in Claims Backlog
- 75% Elimination of Paper in Process/Communication
Built-in Warranty Intelligence
AI-based actionable insights for cost leadership, aftermarket efficiency and revenue growth

Standard KPIs & dashboards based on industry best practices

Social listening for customer sentiment and campaign prediction

Machine learning algorithms for fraud scoring, failure prediction and reserve analysis

Strong product roadmap to keep up with industry and technology advances

BENEFITS

COST REDUCTION

FASTER DECISIONS

ENGAGED CUSTOMER

FLEXIBLE