An integrated solution with artificial intelligence and machine learning capabilities for end-to-end Warranty Lifecycle Management
VALUE PROPOSITION

- Real-time collaboration
  - OEMs | Suppliers | Channel partners
- Streamline Processes
- Positive Customer Experience
- Enhance Brand Value
- Improve Product Quality
- Improve Dealer Performance
- Reduce Warranty Spend, Increase Profitability
- Configurable – Adapt to Business Changes
- Higher Channel Satisfaction

FEATURES

- Omni Channel Product Registration
- Sell and Manage Extended Warranties & Service Contracts
- Warranty Claims Management
- Configurable Rules, Workflows and User Interface
- Automated Product Returns
- Quality Issue Management
- Supplier Recovery
- Recall/Service Campaign Management
- Aftermarket Intelligence
- Global Deployment Ready
  - Multilingual | Multicurrency | Business Unit Configurations

REALIZED BENEFITS

- 20% Reduction in Total Warranty Spend
- 30% Reduction in Claim Processing Time
- 50% Increase in Supplier Recovery
- Zero Fraudulent Claims
- <5 Days of Claims Processing
- 100% Elimination of Duplicate Claims
- 82% Reduction in Claims Backlog
- 75% Elimination of Paper in Process/Communication
- 25% improvement in Product Return Cycletime
Additional Benefits

- Designed to scale with your business growth
- The only native warranty solution on salesforce.com platform
- Cross Sell/Upsell based on warranty transactions
- Cross-functional integration with other Salesforce solution
- Manage Post-Sales Dealer and Customer Support on same platform

BUILT-IN WARRANTY INTELLIGENCE

AI-based actionable insights for cost leadership, aftermarket efficiency and revenue growth

- Standard KPIs & dashboards based on industry best practices
- Machine learning algorithms for fraud scoring, failure prediction, inventory analysis and early warning
- Social listening for customer sentiment and campaign prediction
- Strong product roadmap to keep up with industry and technology advances

WARRANTY INTELLIGENCE FOCUS AREAS

- Cost reduction
- Ad-hoc analysis
- Faster decisions
- Engage customer
- Improve product quality