



# WARRANTY MANAGEMENT FOR A LEADING POWER ELECTRONICS OEM



## BUSINESS CHALLENGE

- // Design a secure system that will allow the remote control of a scissor lift
- // Huge backlog of claims to be processed
- // Reduced focus on dealer training and physical audits
- // High warranty cost stemming from factory related defects
- // . High warranty cost stemming from supplier's material defects

## OUR SOLUTION

- // Dedicated managed services center for claims processing with
  - Focus on reducing claims TAT (turnaround time)
  - Focus on reducing claim returns
  - Focus on reducing contested and supplemental claims
- // Analysis of paid claims as input to design / manufacturing/ purchase teams
- // Analysis of unpaid claims as input to customer core team for dealer training

## INPUT

- // Dealers submit warranty claims
- // Claims database used for data mining and analysis

## OUTPUT

- // Thousands of warranty claims processed per year
- // Warranty analysis reports and charts created for respective departments / functions

## BENEFITS

- // Thousands of warranty claims processed per year
- // Substantial reduction in turnaround time
- // Well-documented processes, operating manuals and business rules
- // Redeployment of client team for dealer training and carrying out physical audits at dealerships
- // Factory defect analysis
- // Supplier defect analysis