Speridian
TECHNOLOGIES

OEM Warranty Process Modernization

Client
Ballard Power Systems Inc.

Industry
Manufacturing

Region
North America
Vancouver, BC
Canada

Technologies
Oracle Service Cloud

Ballard Power Systems Inc. founded in 1979, is a developer and a manufacturer of proton exchange membrane fuel cells products for market such as heavy-duty motive, portable power, material handling as well as engineering services.

Services Provided by Speridian
Case Management
Knowledge Management
Warranty Management
Dealer enablement
Claims Submission and Adjudication
Integration with ERP and IOT Systems

Challenge

As part of the expansion growth strategy, **Ballard** wanted to enable the dealer channels to provide repair and maintenance services to their end customers. To enable this business model **Ballard** wanted one system that can bring together all the assets, dealers, end customers, installations, warranty services and actionable insights on the performance of the product and the budget that needs to be allocated on the warranty process.

Solution

Speridian implemented the Warranty Nexus solution on top of Oracle service cloud platform. The below requirements were configured as part of our comprehensive solution to Ballard's business needs:

Dealer Portal
  Dashboard Views
    Assets
    End Customers
    Historical Claims and Interactions
    Service Bulletins and Campaigns

  Register Products
  Claim Submission & Tracking
  Initiate RMA
  Transfer Assets
  Knowledge Articles
  Engineering Documents
  Dealer Employee Management
  IOT Alert Data

Integration
  ERP system
    Assets & BOM Details
    Invoices
    Vendors & End Customers
    Product & Parts Pricing
    Apply Credit to vendor's G/L Accounts
  IOT systems
    Alert Based CRM Service Requests

Warranty Administration
  Review Claims | Approve/Deny
  Analytical Insights
  New Dealer Onboarding
  Integrated Workflow

Results that Matter

Our **Warranty Nexus** solution helped **Ballard** to streamline, digitalize and modernize the warranty process.

Here were some of the core benefits:

- Real-time actionable data for Ballard's warranty admin and management
- Automate claim submission, tracking and approval process
- Improved dealer engagement and satisfaction
- Clear data visibility to make more informed decisions
- Improved return material authorization management

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For more information please contact us at:

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