

# Speridian TECHNOLOGIES

## **OEM Warranty Process Modernization**

### Client

Ballard Power Systems Inc.

#### Industry

Manufacturing

**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.

## Region

North America Vancouver, BC Canada

## **Technologies**

Oracle Service Cloud



## **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

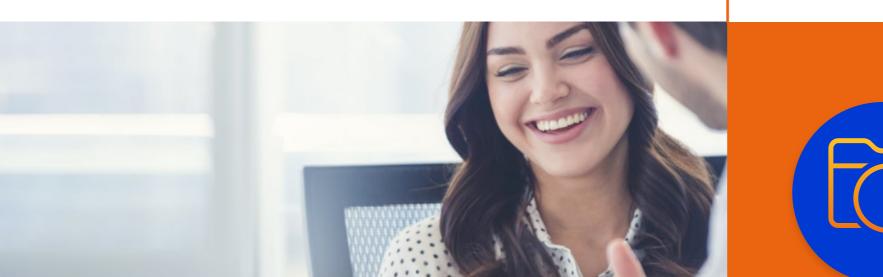
**Register Products Claim Submission & Tracking** Initiate RMA **Transfer Assets** Knowledge Articles **Engineering Documents** Dealer Employee Management **IOT Alert Data** 

#### 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 ٠
- Improved dealer engagement and satisfaction
- Clear data visibility to make more informed decisions
- Improved return material authorization management



For more information please contact us at:

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