Speridian TECHNOLOGIES

Warranty Automation in 2020 and beyond
A Quick Overview

What is Warranty Management Automation?

Warranty Management Automation improves the effectiveness and efficiency of all warranty processes by simplifying and automating the core functionalities.

Core Warranty Processes that can be Automated

- Warranty Administration
- Extended Warranty
- Warranty Intelligence
- Claims Management
- Parts Return
- Supplier Recovery
- Service Contract

Why is it Relevant?

Typically, Warranty Management Systems are pieced together over time. Warranty Management Systems grow as product lines are expanded, new dealer channels are added, and manufacturing is diversified.

These gradual adjustments can result in fragmented communication, which decreases efficiency and customer satisfaction. Automation is the key to addressing these challenges.

Benefits of High-Performance Warranty Management Systems

150% lower warranty costs
Source: https://www.ibm.com/downloads/cas/D6QBER28

24% increase in customer loyalty
Source: https://www.sgs.com/en/news/2016/02/infographic-how-do-policies-and-extended-warranties-affect-customer-loyalty

4X faster claim processing time
Source: https://www.ibm.com/downloads/cas/V96ODDWL

Current challenges that Manufacturers face today

- **Lack of communication between core systems:** Core data systems not working well together (ERP, RMA, CRM, PLM, Mobile Field Services)
- **Error-prone and cumbersome**: Too many fragmented emails and phone calls between dealers/customers/vendors
- **Manual interventions**: Highly manual processes are inefficient and difficult to regulate
- **Fraudulent claims:** Inability to verify information increases the potentiality for fraudulent and invalid claims
- **Unforeseen risks**: Inaccurate forecasts risk under or over-budgeting for warranty payouts
- **Adversity to change**: The time and cost of implementing new solutions may seem overwhelming

Benefits of Automating Warranty Processes

- **Streamlines workflows** and connects critical parties in the warranty lifecycle
- **Creates a centralized hub** to process, communicate, inform, and gain intelligence
- **Standardized processes** and improved cross-organization communication improves insights and reduces costs
- **Real-time traceability** between warranty management, manufacturing, and the supply chain
- **Boosts product quality and customer experience**

Innovation and Next-Gen Technologies in Warranty Management

By adopting advancements in **Predictive Analytics** and pairing them with **Internet of Things (IoT)** and **Intelligent Automation**, companies gain a clear competitive advantage.

- Early warning detection using advanced claim analytics
- Gather real-time data and visibility with IoT enabled parts and products
- Replace highly manual processes with Robotic Process Automation (RPA)

Feel free to reach out to us with your Warranty Automation questions

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