

**Client is a leading tier 1 supplier based in the US, providing automotive systems, components and modules for leading original equipment manufacturers. The client was looking for a web based warranty claims processing system to track claims, provide predictive and warranty analytics**

### Key Drivers

- ✍ Lack of real time data for managing warranty claims
- ✍ Extended Claims processing cycles
- ✍ Need for visibility into failure rate, component availability, customer satisfaction
- ✍ Existing system was complex ,designed in multiple environments, difficult to maintain

### Solution Highlights

- ✍ Captures real time warranty and technical data; Warranty analytics – reports, dashboards
- ✍ Collect customer and parts information and determine component warrant ability
- ✍ Addresses following key functional areas of the application - Vehicle Registration, Repair Facility, Material Review process, Warranty Campaign Management, VIN History
- ✍ User friendly system for use by customer service representatives , dealers and warranty analysts
- ✍ Integration with financial system to facilitate payment
- ✍ Predictive analytics with early warning system for parts failing based on algorithms

### Benefits

- ✍ Reduced claims processing time by 20%
- ✍ 40% higher system performance and user friendliness
- ✍ Detect defects early, leading to savings on warranty costs and legal liabilities.
- ✍ 35% cost saving thru onsite-offshore development/ maintenance model.



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