

SUPPLIER WARRANTY MANAGEMENT

Tech
Mahindra

Industry-first Solution with a “Process” focus





Industry Challenges

- Increasing pressure to share financial Onus on Warranty costs with inadequate focus on collaboration for Quality enhancement
- Lack of Streamlined & Adequate Claim Data transfer from OEMs for focused quality Analysis & determining proper corrective actions
- Complex & Unstructured integration with multiple OEM Portals & Warranty systems
- With many Suppliers, Microsoft Excel has been the “go-to” tool for tracking Warranty claims.
- ISO/TS 16949 – Section 10 enforces Suppliers should have a Warranty Management Solution

The Solution

Supplier Warranty Management - A platform enabling integrated Warranty Data Exchange :

- Helps OEMS & Suppliers to
- Process Claims & Returns
- Share Warranty Analytics & Insights
- Collaborate on Quality Improvement /Corrective actions



Business Benefits

- Efficient Processing of Warranty Claims and Part Returns
- Reduction in Detection to Correction Cycle through Effective Root Cause Analysis
- Decreased instances of “No Trouble Found” (NTF) Cases
- Value based subscription model with minimal upfront investment
- Cloud based single secure platform
- Reduction in overall Turnaround Time for the OEM
- Conformance with the industry standards i.e. ISO/TS 16949

Tech Mahindra + MIZE Edge

Tech Mahindra

- One Stop Shop
- Deep industry
- Pioneers of Onsite-Offshore right sourcing model
- Demonstrated Global COTS Implementation Capabilities

MIZE – Customer Experience Platform

- Better Customer Experience
- Higher Customer Lifetime Value
- Improved Quality at a lower cost of ownership

About Us: 

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology experiences, enabling Enterprises, Associates and the Society to Rise™. We are a USD 4.9 billion company with 121,000+ professionals across 90 countries, helping 938 global customers including Fortune 500 companies. Our convergent, digital, design experiences, innovation platforms and reusable assets connect across a number of technologies to deliver tangible business value and experiences to our stakeholders. Tech Mahindra is the highest ranked Non-U.S. company in the Forbes Global Digital 100 list (2018) and in the Forbes Fab 50 companies in Asia (2018).

We are part of the USD 21 billion Mahindra Group that employs more than 200,000 people in over 100 countries. The Group operates in the key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, after-market, information technology and vacation ownership.

For more details contact:

Email: connect@techmahindra.com

About MIZE: 

Mize enables companies to optimize key post-sale customer interaction events, such as product registration, warranty, service plans, parts, support, service, and maintenance, to increase customer satisfaction and retention. Mize Connected Customer Experience Platform and Smart Blox elevate customer experience and engagement with customers, build knowledge about customers and products, and increase revenue from the existing customer install base. Mize harnesses the web, mobile, cloud, IoT, and analytics technologies to maximize customer lifetime value. Please visit www.m-ize.com for more information.



www.techmahindra.com



www.m-ize.com