

**Tech
Mahindra**

WARRANT EAZE

Warranty Solution for the Digital Age by Tech Mahindra

IT PAYS TO GIVE WARRANTY A CLOSER LOOK

Last year, a well-known automaker in the US paid upwards of US \$3.4 billion on their warranty and claims processing. And they are not alone.



Connected World.
Connected Experiences.



Boardroom discussions revolve around setting aside the right sum of money as warranty accruals to reduce claims pay outs and contain warranty operation costs in order to increase revenues and improve profits. Globally, companies are spending an incredible amount of time, resources and effort to fund and support warranty processing and operations. All this without compromising on delivering a superior customer experience.

Did you know?

Companies with fully-automated processes have up to 80% edge over competitors.

What makes warranty processing so complicated?



Procedural inefficiencies built into the system over decades of operations



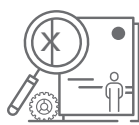
Policy variations across brands and geographies leading to compliance issues



Lack of transparency between the OEM, dealers and suppliers, making real-time resolution of issues a far cry from reality.



Lack of a predictive monitoring system to forewarn imminent product recalls



Inability to detect fraudulent claims eating away at profit margins and revenue



High cost of ownership of existing systems contributing to mounting costs.

Can this be changed?

The answer is a resounding **YES**.

Challenges in warranty management affect not only customer experience, but also areas such as product development, brand perception, quality and stakeholder experience. Employees, dealers, technicians and suppliers, too, often feel the impact of these issues.



WarrantEAZE

Solution

Tech Mahindra's WarrantEAZE is a business-friendly application that manages the lifecycle of warranty operations and extended after-sales service. Built on a leading business process and rules management platform, it integrates with existing systems and helps users provide intelligent and predictive after-sales service at the right time and at reduced costs.

What does the solution do?

- A dynamic business-processing engine automates the whole gamut of warranty management and extended service contracts, covering claim entry, adjudication, prior approval, dealer payments, parts return and supplier recovery thereby removing procedural bottlenecks.
- Uses artificial intelligence to proactively identify imminent product recalls.
- The warranty analytics component identifies patterns to predict potential repairs; helping OEMs avoid costly part replacements by sending out early warnings to the customer's connected device/ vehicle.
- Machine learning algorithms automatically tag keywords in claim-related content and improves contextual search capabilities, leading to smarter decision-making.
- Supports with appropriate information in the drafting of extended warranty and service contracts, which in turn ensures the standardization of processes and business practices, growth of premiums, profit before tax and cash flows.

How does it work?

The solution consists of prebuilt modules that customers can choose through an intuitive user interface, based on their business needs. Tech Mahindra custom-builds this application, integrating with any or all existing systems.

Where should you begin?

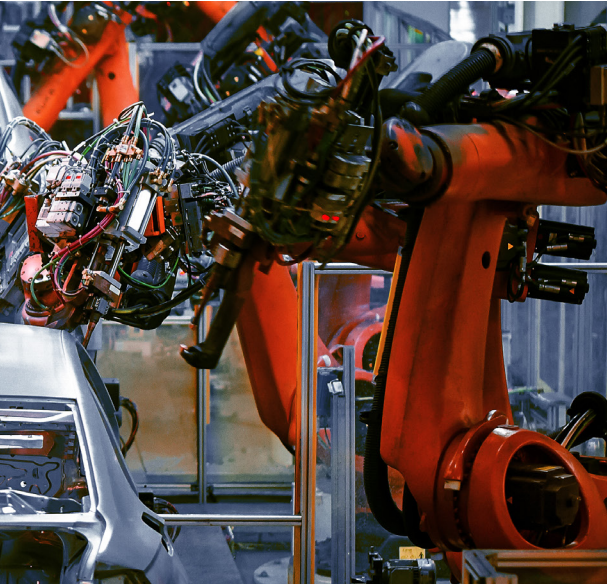
Where should you begin?

Start with a quick scan assessment. The journey to a thousand miles begins with a single step. Call up our experts to start with a quick assessment survey. Generate your unique EAZE score to determine where you stand and determine the next best action.

Based on your score, we will also offer a consulting-led 360-degree assessment of your systems, which offers detailed insights into your as-is processes and where they stand in the industry. This will help define the roadmap to improve your warranty processes, for an industry leading performance.



Connect with us to book your free quick-scan assessment.
Write to: pegapractice@techmahindra.com



How Tech Mahindra helped the second largest US automaker with US\$53 million in warranty cost reduction, at the very first attempt.

Being the world's 2nd largest US automobile manufacturer meant having to work with a complex network of dealers, suppliers and customers, spending an alarming \$3.5 billion annually for warranty claims. After repeated attempts to fix the gaps in their warranty administration process, the company turned to Tech Mahindra for support.

What we did:

Right at the onset, we knew this would be no ordinary feat. At the very least, we were looking at a consolidation involving:

- 16,000 dealers, 90,000 users across the globe speaking 29 languages and using 70+ internal interfaces
- 80+ dealer management systems
- A 25-year-old legacy system containing business logic tucked away under 1.5 million lines of mainframe, .Net code and packaged software
- 90,000 claims being processed every day
- Over 4 million records of complicated and varied data
- Around 50,000 user rules authored over the existing legacy system

The project called for a global implementation, across geographies including North America, Canada, Mexico, Emerging Markets, Europe, South America and Asia Pacific, — covered in phased launches. This overhaul also needed to take into account quality processes, and devise a way in which the OEM could control the cost of warranty by at least 10%, through rules-engine-based process automation.

Following the implementation of the WarrantEAZE system, the automaker saw savings of a minimum of \$53 million a year, along with a 400% improvement in their execution speeds.

Success stories

WarrantEAZE helps Japanese auto OEM save \$4M monthly

Tech Mahindra has been working closely with a Japanese auto OEM on their warranty transformation program. The warranty analytics framework that Tech Mahindra deployed uses a statistical model that intercepts claims and runs them past pre-set criteria before they are adjudicated. This allowed the OEM to claim control over their repairs, thereby translating into savings of up to \$4 million on their warranty costs.

Fraudulent claims became a thing of the past and customers were happy to have their car serviced right the very first time around. With a payback period of just a month, the system could also trace multiple repairs and track part sales by dealers to improve service loyalty.

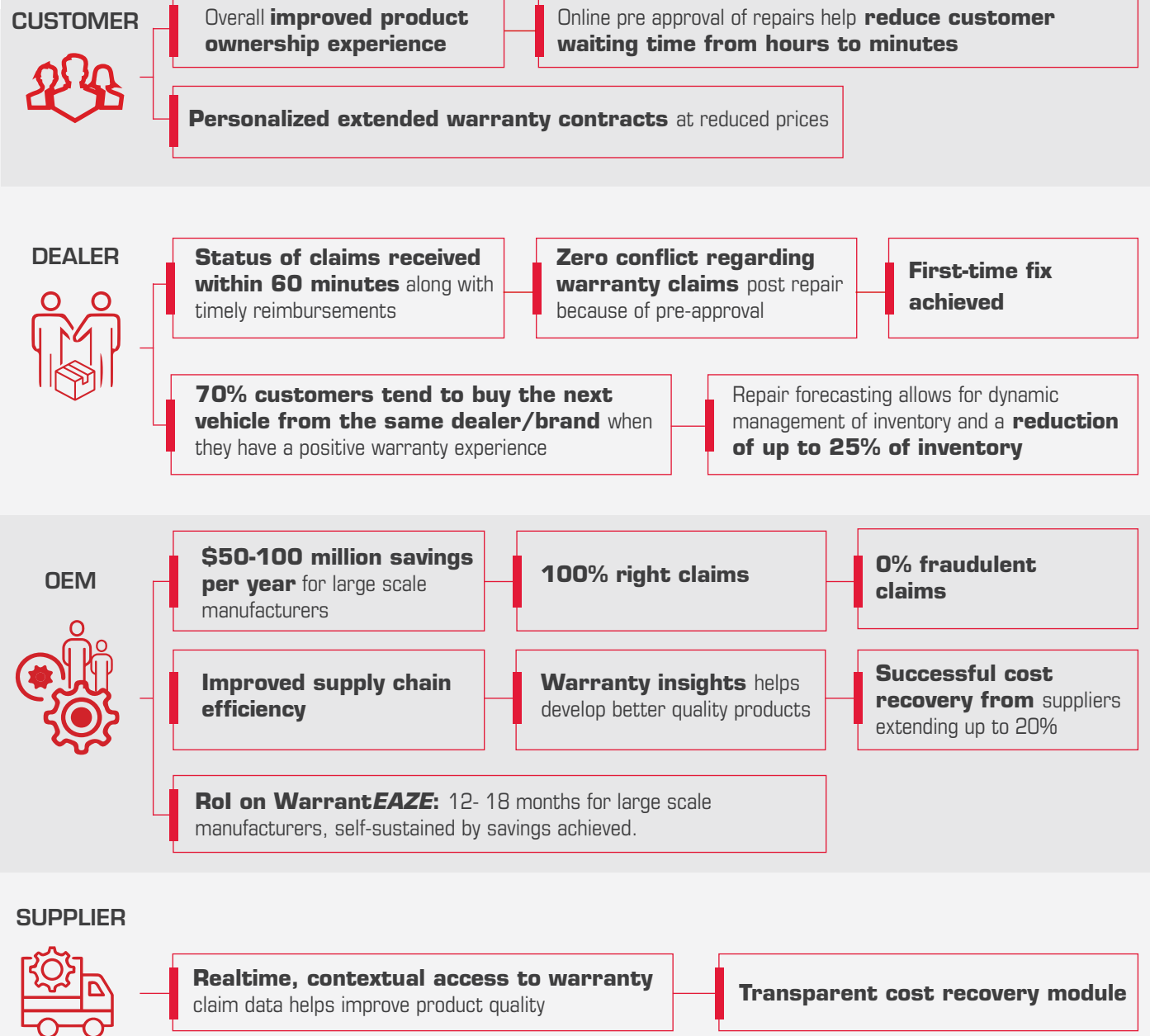
US based truck manufacturer automates over 50% of warranty claim processing, thanks to WarrantEAZE

High lead times at service centres, caused by delays in various warranty management sub-processes, led to lagging dealer service. Customers had to wait for unreasonable periods to get their vehicles serviced. Constraints in their existing legacy systems did nothing to improve the situation.

The OEM was paying close to 1.8% of their revenues as warranty costs. This led to them reaching out to Tech Mahindra to automate more than half of their claims processing and help them save at least 10% of the current spend, detect fraudulent claims, as well as recover costs and parts effectively from suppliers.



Warrant**EAZE** BUSINESS BENEFITS:





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About Tech Mahindra

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 4.7 billion company with 115,200+ professionals across 90 countries, helping over 903 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 amongst the Fab 50 companies in Asia (Forbes 2016 list).

We are part of the USD 19 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.