



WARRANTY COST RECOVERY

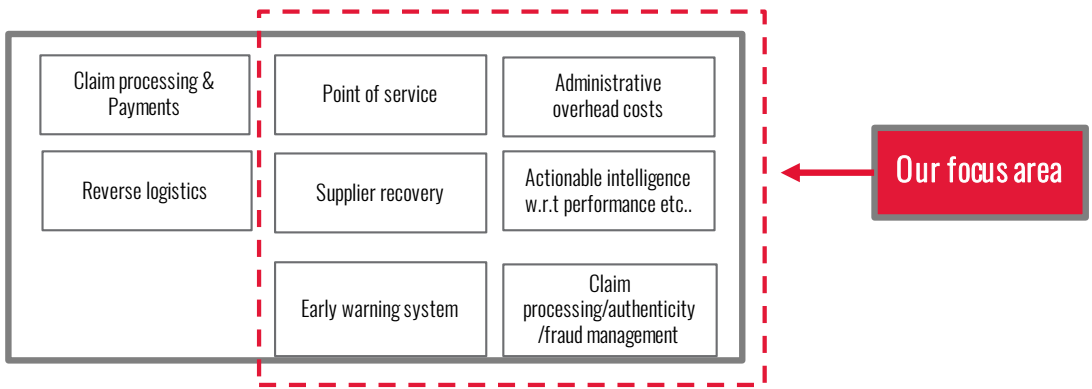
Warranty costs is one of the major expense for every manufacturing business and has always been regarded as cost of doing business. On an average \$50 billion is the estimated spend on warranty claims globally. There is an increase in warranty costs inspite of the reduction in the claims.

Major Challenges

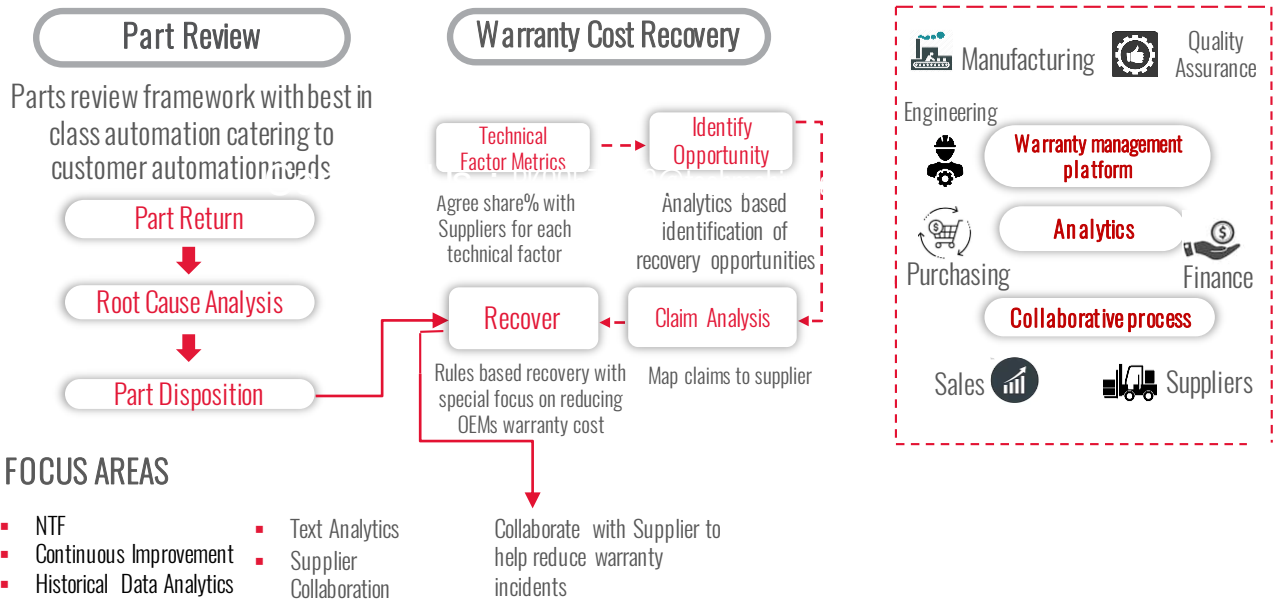
- Mismatch between SLA and Actual Resolution times, Insufficient Diagnostics, Lack of Qualified Technicians at Dealerships.
- Increased connected cars, conventional part review processes at OEMs, missing warranty data insights and limited automations of warranty operations
- Limited access to diagnostic data, lack of integrated testing capabilities, limited automation in analytical capabilities

Tech Mahindra's Approach:

Process areas that OEMs can address to reduce Warranty Costs



Tech Mahindra's Warranty Cost Recovery framework For better OEM –Supplier Collaboration



Benefits of our Supplier recovery framework

- Opportunity for Cost Saving – Up to 20% of Total Warranty spend
- Scope for Design Improvement
- Additional Revenue Generation from supplier recovery
- Increases Communication & Collaboration between the OEM and its suppliers
- Provides Timely Diagnostic Data to suppliers for Root Cause Analysis
- Increased collaboration & Innovation among product design teams
- Accelerate development of Early Warning Systems
- Provided key data insights for part reviews thus continually improving the part quality

Why Tech Mahindra

Extensive experience in consulting-led transformational engagements

Strong channel of alliance partners enabling us to deliver enriching performance

Vast pool of domain experts and consultant with proven global capabilities in consulting and implementation exercise