

CASE STUDY

US based truck manufacturer automates over **50%** of warranty claim processing, thanks to Warrant**EAZE**



Background:

Client was paying close to **1.8%** of their revenues as warranty costs.

They were also facing:

- High lead times at service centers
- Delays in various warranty management sub-processes
- Lagging dealer service
- Unreasonable waiting periods for vehicle servicing
- Limitations in legacy systems

What We Brought To The Table:

Tech Mahindra automated more than half of client's claims processing.

Warrant**EAZE** helped achieve the following benefits:

- **Cost savings of 10%** of current spend
- Effective **fraudulent claims detection**
- **Cost and parts recovery** from supplier