PART & WARRANTY TRACEABILITY VALUE CHAIN

Part and Warranty Traceability Valuechain solution engineered by Tech Mahindra leverages DPA + Blockchain to create a digital twin of a part.

Pega Warranty™ powered by Samsung Nexledger™ Universal gives you the power to track a part during the course of a sale, service or warranty event and can be triggered by a Supplier or a Dealership or at Part Distribution Centers or even a Warranty Analyst at an OEM.

Often regarded as an unavoidable "cost of doing business", warranty management is one of the most significant expenses for manufacturing companies. Every year, an estimated $50 billion is spent on warranty claims globally.[*]
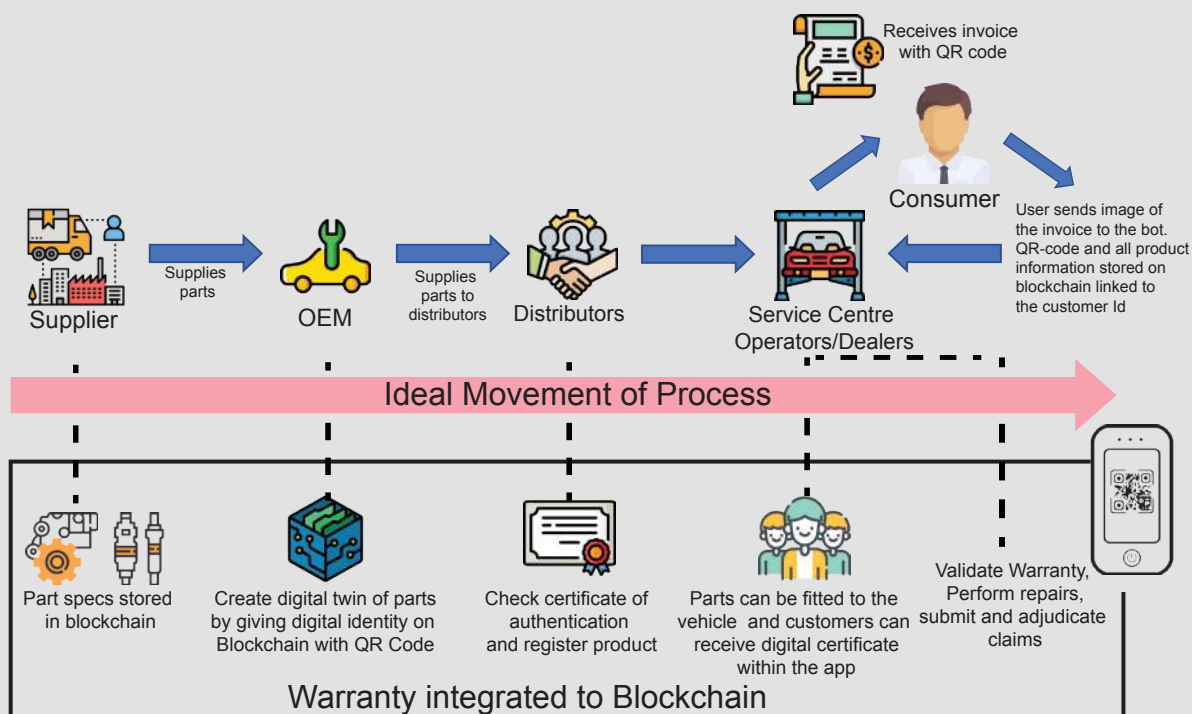
Despite a reduction in the number of claims issued, there has been a noted increase in warranty costs across the supply chain. Organizations must manage both hard and soft warranty expenses to stay competitive.

Major Challenges

➤ Counterfeiting leads to brand dilution, tarnished reputation and financial losses to manufacturers, resulting in an estimated $1B additional spend per year per OEM due to counterfeit parts

➤ Lack of fool-proof mechanisms to establish validity of product warranty

➤ Opaqueness in the warranty cycle leading to 30% duplication of work

➤ Onus on the customer / dealer to prove ownership and coverage to OEM via physical invoices which have to be manually assessed along with the claim.

➤ Identifying and associating the correct supplier of the part for faster cost recovery

Trace parts through the warranty lifecycle at various Touchpoints

Samsung's Nexledger™ Universal blockchain along with Pega's Digital Process Automation with out-of-the-box -warranty configurable workflows can help streamline and provide end-to-end visibility by securing supply chains and providing track-and-trace capabilities for parts and product warranty.

Receives invoice with QR code

Consumer

User sends image of the invoice to the bot. QR-code and all product information stored on blockchain linked to the customer Id

Supplies parts

Supplier

OEM

Supplies parts to distributors

Distributors

Service Centre Operators/Dealers

Ideal Movement of Process

Part specs stored in blockchain

Create digital twin of parts by giving digital identity on Blockchain with QR Code

Check certificate of authentication and register product

Parts can be fitted to the vehicle and customers can receive digital certificate within the app

Validate Warranty, Perform repairs, submit and adjudicate claims

Warranty integrated to Blockchain

Pega Warranty™ powered by Samsung Nexledger™ Universal and engineered by Tech Mahindra

Digitize your warranty documents and automate validations using Smart Contracts thus reducing effort, cost, and counterfeiting risk

Digital ledgers replicate part and warranty information for all stakeholders in the network, thus improving visibility and trust across the warranty chain

Pega Warranty™ DPA framework integrates with Nexledger™ Universal for 360° case view of the part by encapsulating the digital transactions and claim history across the warranty chain

Extend the automated adjudication % of claims further by leveraging the immutability of blockchain network with the rules driven warranty claims validation.

Business Benefits

50% - 70% reduction in document verification time

40% - 60% reduction in fraudulent claims

60% - 80% reduction in warranty information mismatch

Reduced claims processing cycle time & fewer appeals

Reduced warranty cost for manufacturers, Increased Customer Satisfaction, Zero manual dependency for visibility across the warranty value chain.

Why Tech Mahindra?

Global Strategic Partnership with Samsung SDS & Pegasystems

Innovation Focus & Thought Leadership in the Blockchain + Warranty space

Customer success delivering Aftersales Warranty & Blockchain projects

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 4.9 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

Pegasystems

Pegasystems Inc. is the leader in software for customer engagement and operational excellence. Pega's adaptive, cloud-architected software – built on its unified Pega Platform™ – empowers people to rapidly deploy and easily extend and change applications to meet strategic business needs. Over its 35-year history, Pega has delivered award-winning capabilities in CRM and digital process automation (DPA) powered by advanced artificial intelligence and robotic automation, to help the world's leading brands achieve breakthrough business results.

Samsung SDS

As a pioneer in digital transformation and innovation solutions, Samsung SDS developed Nexledger™ Universal and it's unique Accelerator module, built on an open source hybrid architecture, permission-based blockchain platform that helps organizations transact in an efficient, verifiable and secure way. This blockchain platform is built and optimized for enterprise, highly scalable and adaptable, and proven to deliver fully commercialized blockchain solutions across industries including financial services, electronics, manufacturing, and logistics.

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