



Integrated Warranty Management Solution



Business Situation

Manufacturing firms continuously are striving to stay ahead of their competition and to increase value for all of their stakeholders. As part of a mature industry, they are looking for solutions to improve productivity, and increase profitability and cash flows. One of the areas in which Tech Mahindra sees a large opportunity for improvement for OEMs is through effective warranty management.

Key Industry Trends

- Outdated legacy systems, lengthy claim processing, elongated cycle time, and poor data analysis
- Transactional orientation with high manual intervention
- Parts return in silos, vendor recovery on piecemeal basis
- Significant fluctuation of inventory levels

Business Challenges

- Lack of integration among OEM warranty systems, dealer management systems, and supplier eco-system
- Time-consuming manual effort for claim entry
- Lack of usable and timely data from OEMs, dealers, and suppliers
- High percentage of fraudulent claims

Solution Overview

The Tech Mahindra Warranty Management solution developed on Pega's unified platform streamlines the warranty process from end to end. This unified solution delivers an agile environment for managing the life cycle of every warranty from definition of the warranty contract, to diagnosis of the fault, to the processing of the claim, to the analysis of the warranty data.

With an extensive footprint in manufacturing, Tech Mahindra believes Warranty Management is a critical cost component. The focus for all OEMs would be to reduce warranty cost by:

- Controlling excessive payouts to the dealers and distributors
- Ensuring proper warranty costs recovery from the suppliers
- Reducing cost burden of failures and recalls
- Substantial reduction in cycle time and manual overhead cost

Solution Components

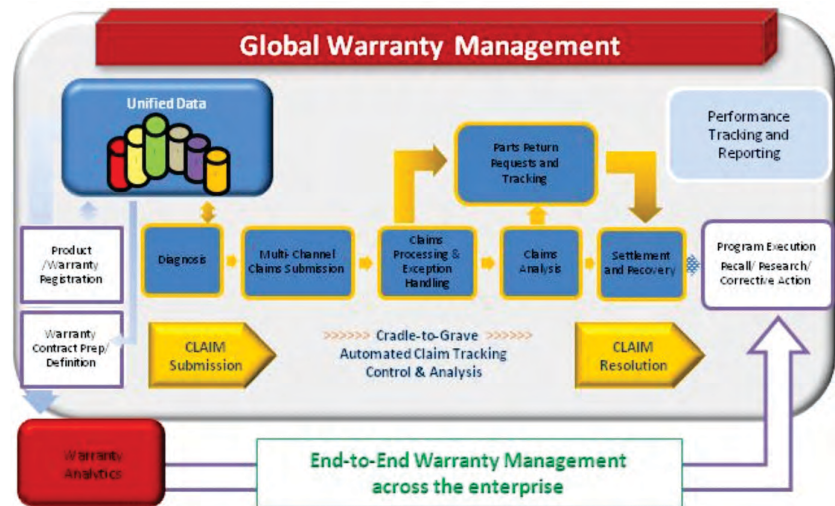
This solution is an end-to-end warranty management paradigm that bundles:

- Multichannel interaction across key stakeholders (dealers, suppliers, OEM)
- Automated claims validation rules prebuilt for simplifying submission
- End-to-end process automation with key integrations that can be enabled through out-of-the-box connectors and services
- Real-time dashboard and out-of-the-box reports for monitoring KPIs

Solution Benefits

- Reduces warranty costs by 15% - 25% through the use of a unified data set and advanced analytics techniques
- Automated warranty solution cuts need for manual intervention
- Reduce operational costs by 30% - 35%
- Reduce fraudulent and out-of-warranty claims by 30%-40%
- Lower TCO by 45% with faster time-to-value through ease of implementation

Solution Framework



Industry Scenarios

The Tech Mahindra Warranty Solution can be extended to all types of manufacturing organizations including automobile, discrete, and technology.

Success Stories

Major Global Auto Manufacturer

- Implementation of One Warranty solution
- Legacy transformation implementation
- Annual savings of USD3m-5m

About Us

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology services and solutions, enabling enterprises, associates, and the society to Rise™. We are a USD 2.7 billion company with 84,000 professionals across 49 countries, helping 540 global customers including Fortune 500 companies. Our Consulting, Enterprise and Telecom solutions, platforms and reusable assets connect across a number of technologies to derive tangible business value.

We are part of the USD 16.2 billion Mahindra Group that employs more than 155,000 people in over 100 countries. The Group operates in the key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, information technology, and vacation ownership.

For more information; write to connect@techmahindra.com.

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