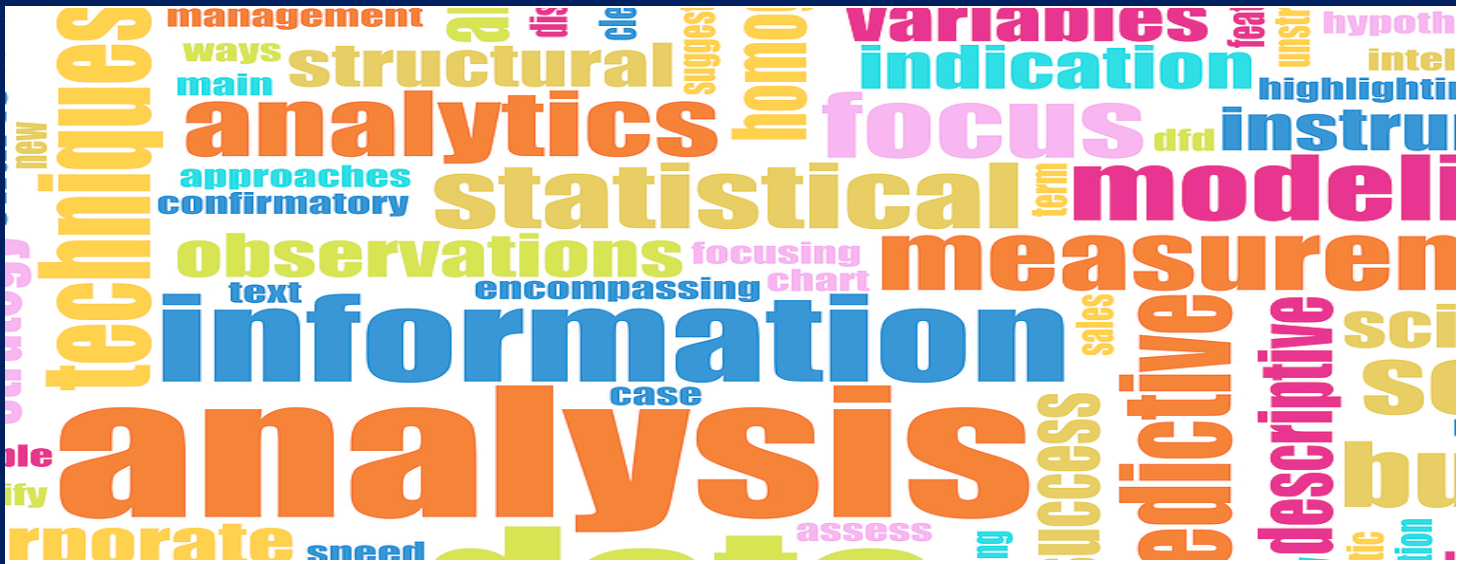


An *SFG*SM Analysts Take



State of Warranty Chain Management (WCM) for 2018 – and Beyond!

The Global Warranty Services Community Is Reflecting a Return to Growth – and Profitability!

March, 2018

A Special *SFG*SM Analysts Take

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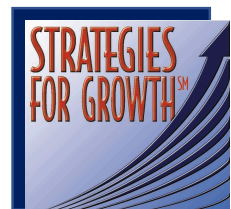
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A. Putting Things in Perspective

The data and analysis contained in this paper are based on the results of *Strategies For Growth*SM's (SFGSM) 2018 Warranty Chain Management Benchmark Survey, conducted in January/February, 2018. The 2018 global respondent base is comprised of 101 warranty management professionals.

Overall, survey respondents are focusing on a “cluster” of customer-centric market factors that are driving their respective organizations to improve existing levels of warranty management performance. The top drivers cited are:

- **58%** Post-sale customer satisfaction issues
- **42%** Desire to improve customer retention
- **35%** Customer demand for improved warranty management services

In order to effectively address these challenges – and strive to attain best practices – respondents then cite the following as the most needed strategic actions to be taken:

- **35%** Develop/improve metrics, or KPIs, for advanced warranty chain analytics
- **35%** Institute/enforce process workflow improvements for supplier cost recovery
- **28%** Restructure for improved Warranty Management oversight & accountability

The remainder of this *Analysts Take* paper provides additional insight into each of these and other related areas that may be impacting an organization’s drive to attain warranty chain management best practices.

B. Importance of Warranty Management / Satisfaction with Current Solution Provider

When asked how important effective warranty management is to the overall financial performance of the business, a near three-quarters majority (71%) believe it to be at least “very important”, with just under a quarter (22%) believing it to be “extremely important”. Only 9% believe effective warranty management is either “not very important” (8%) or “not at all important” (1%) to the business’s bottom line.

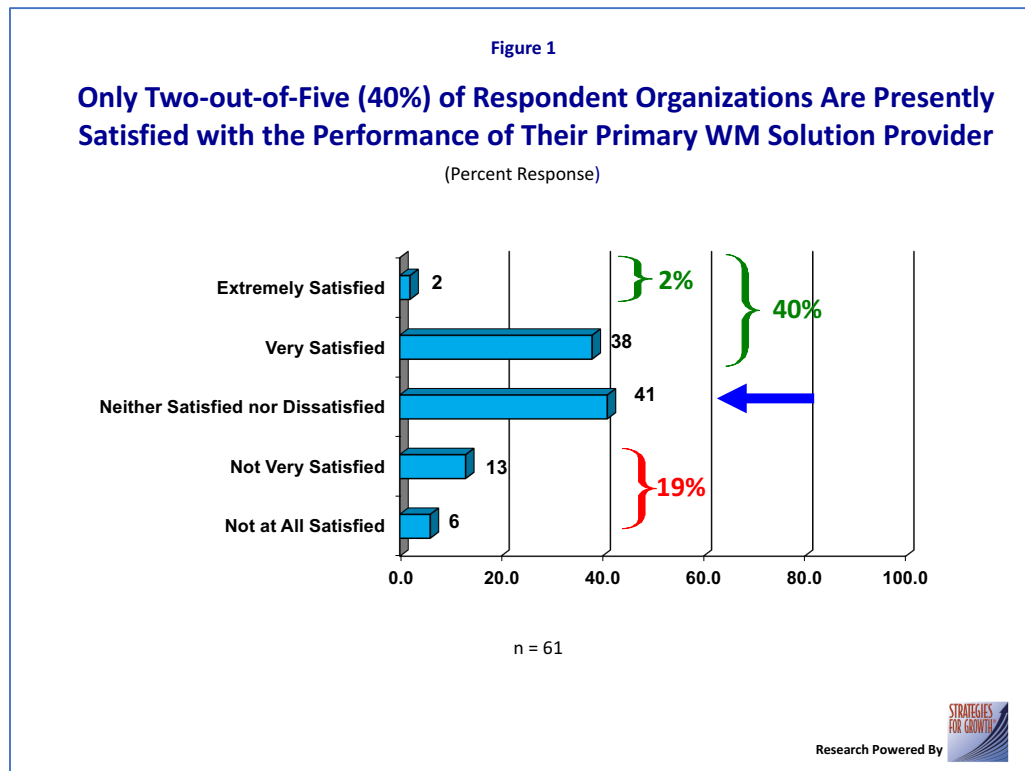
However, not only is warranty management cited by a large majority as being important to the financial well-being of the business, this sense of importance is increasing substantially, year-over-year, as evidenced by the following findings:

- Nearly three-quarters (72%) of respondents believe effective warranty management is of the “same importance” to the financial well-being of the business this year as it was in the previous year;
- Roughly one-quarter (25%) believe it to be “more important than one year ago”; and
- Only 3% believe it to be “less important than one year ago”.

This results in a ratio of more than 8:1 citing effective warranty management to be “more important” year-over-year, rather than “less important”.

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However, despite the high levels of recognized importance, less than half of respondents (40%) claim to be at least “very satisfied” with their current warranty management solution provider – and only a stunningly low 2% claim to be “extremely satisfied”. In fact, the plurality of respondents appear to be fairly complacent with the performance of their primary provider, with 41% reporting that they are “neither satisfied nor dissatisfied” with their performance. The most telling statistic, however, is that nearly one-in-five (19%) are either “not very satisfied” (13%) or “not at all satisfied” (6%) (Figure1).

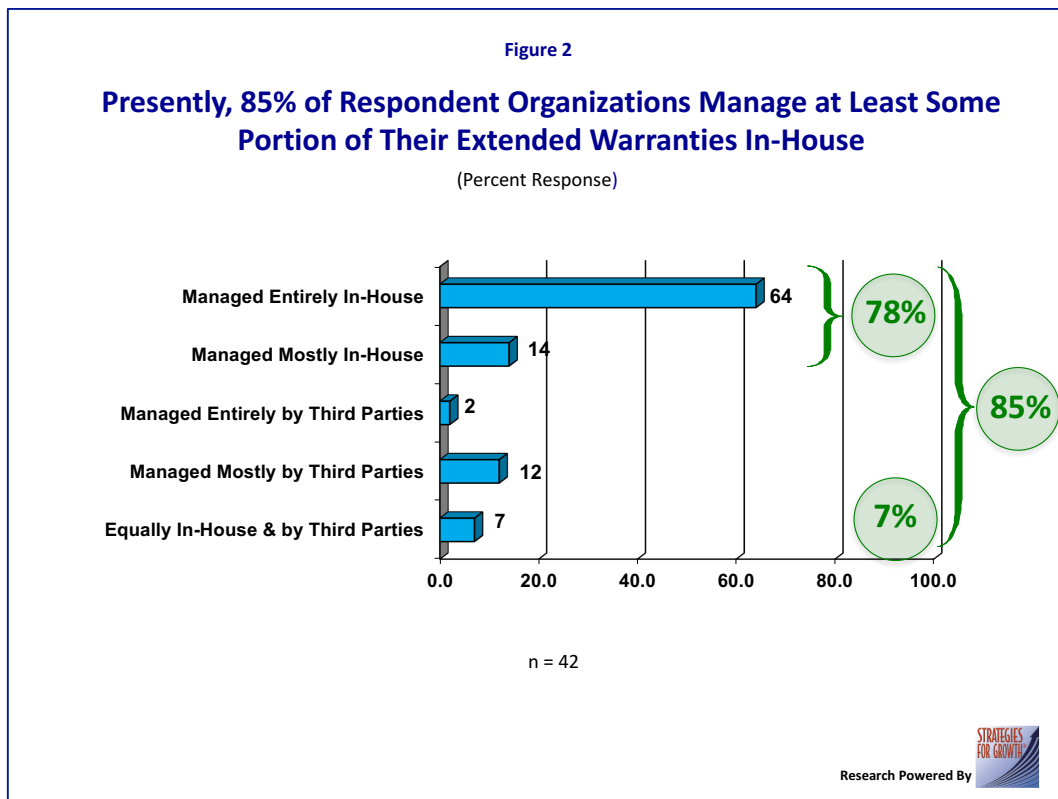


Some users may be unhappy with their current provider because their needs for this year and beyond are simply no longer being met by warranty management solutions that may have been implemented a number of years earlier – that their needs have raised the bar regarding what they now expect out of their solutions, but, in many cases, their vendors have not raised their own bars in terms of performance delivery. For others, the vendor-supplied solution may simply not be delivering the expected value, or the vendor is either unable or unwilling to help with consulting or professional services support – or is not able to provide other types of customer-specific support.

Related **SFGSM** research shows that a majority (i.e., 50% or greater) of the dissatisfaction that users have with their current warranty Management solution vendors apparently stems from the importance that the market places on key factors including cost of services, specific geographic experience and the global footprint/coverage of the vendor. Other factors influencing user perceptions include the vendor’s industry reputation, warranty management experience and financial viability. While all of these attributes are important as part of the overall vendor selection, evaluation and assessment processes, any one of the top three factors not being met by a prospective warranty management solution vendor may serve as a “kick-out” factor for a majority of potential users.

C. The Importance of Establishing – and Managing – an Extended Warranty Program

Since roughly 85% of organizations currently manage at least some portion of their extended warranty portfolio in-house (with 78% managing most of their entire portfolio in-house), it becomes incumbent to ensure that they have the most effective tools and resources available to maximize the impact that sales of extended warranties can bring to the bottom line (Figure 2). Metrics such as warranty accrual and warranty renewal rates become paramount in their respective efforts to maximize projected revenue streams and build a stronger customer account portfolio over time.



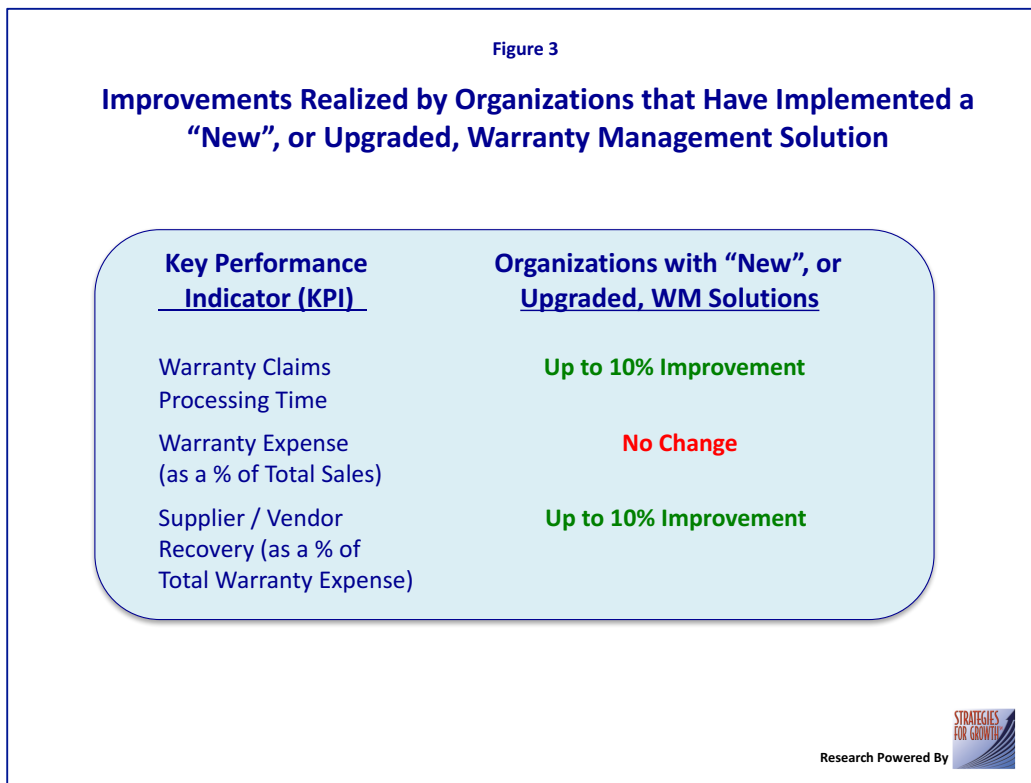
The survey results also reveal that, presently, nearly two-thirds (72%) of respondents generate up to 20% of their total services revenues from the sale of extended warranties, with the mean average coming in at nearly 18%. Over the past 12 months, more than a third (36%) of respondent organizations report increases of up to 25% (or more in some cases) in extended warranty sales, while only 5% report decreases (of less than 25%) in their respective sales efforts – a ratio of more than 7:1 reporting increases over decreases in the past 12 months.

D. The Benefits of Implementing a New, or Upgraded, Warranty Management Solution

The benefits of implementing a new, state-of-the-art – or even just an upgraded – warranty management solution are many and in most cases can lead to a positive impact on both customer satisfaction and the organization’s bottom line.

More than half (52%) of the survey respondents’ organizations have either implemented a new (to them) warranty management solution, or upgraded their existing solution, within the past three years. Of this amount, roughly one-in-five (19%) have implemented a new solution, while about one-third (33%) have upgraded their existing solution. The remaining 47% are currently using warranty management solutions that are at least three years old, or older.

The mean Key Performance Indicator (KPI) values cited by respondents reflect a significant advantage for those organizations that have implemented new, or upgraded existing, warranty management solutions within the past three years, as follows (Figure 3):

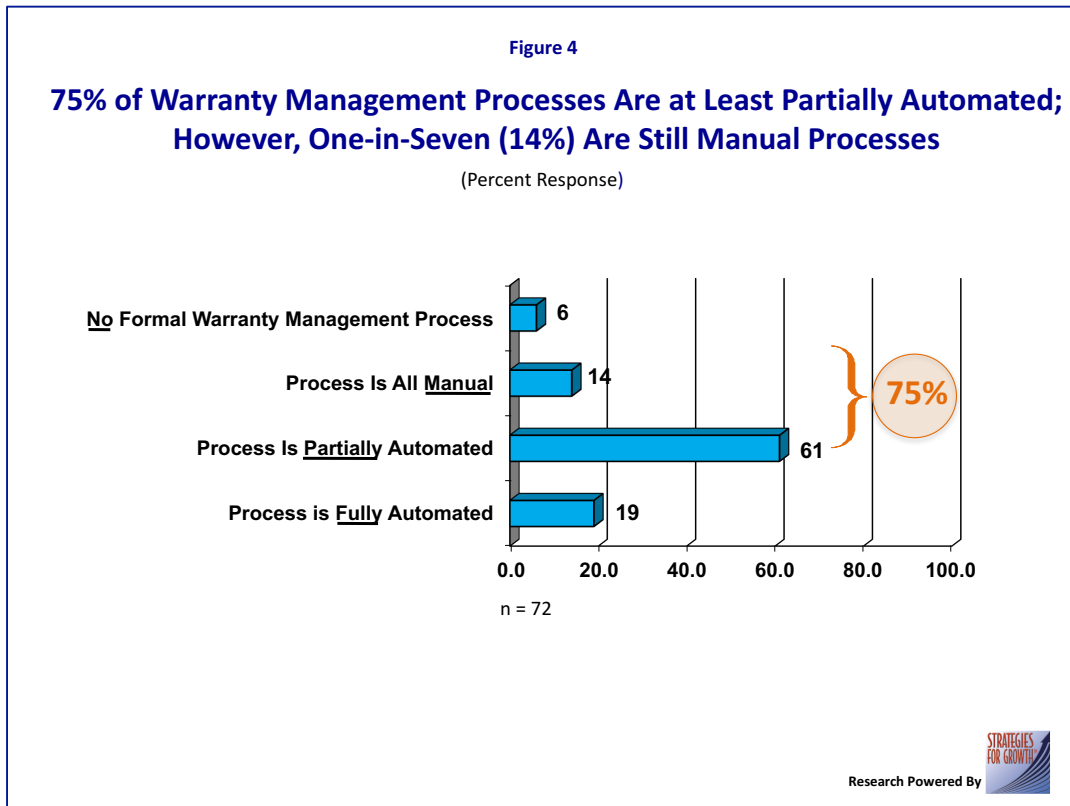


The most significant benefits realized from the implementation of new or upgraded solutions are in the areas of warranty claims processing time and supplier/vendor recovery (as a percent of total warranty expense (each reporting up-to-10% improvement)). However, warranty expense (as a percent of total sales has remained fairly constant for this segment. In any case, the improvements realized through the implementations of new or upgraded warranty management solutions reflect improvements that go directly to the bottom line.

E. The Movement Toward Universally Automated Warranty Management Processes

Overall, roughly three-quarters (75%) of respondents are currently running their warranty management operations using at least “partially automated” processes. However, this percentage is, unfortunately, not as encouraging as it could be as only less than one-in-five (19%) claim to have “fully automated” warranty management processes currently in place at their respective businesses.

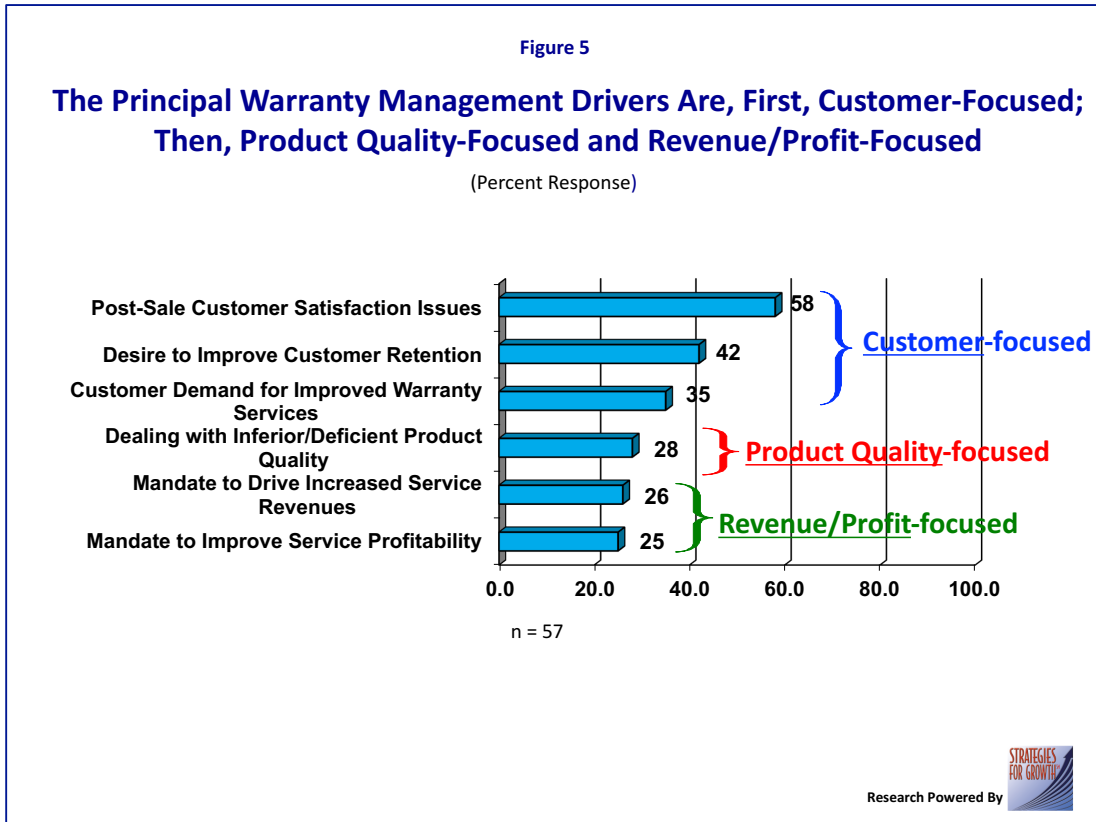
The remaining more-than-half (61%) of respondents that cite only “partially automated” processes currently in place may only represent, for some, nothing more than a modestly better process than simply working with spreadsheets, outdated applications, or other applications that were not originally intended for performing warranty management – at least not with the high levels of functionality required today in order to attain “real” results (Figure 4).



However, by aggregating the corresponding categories of automation, the current market base reflects one where, although 80% of respondents claim to be using at least “partially automated” warranty management processes, there are a nearly equal amount (75%) where manual processes are still involved. There are also another 6% or so of respondents whose organizations have no formal warranty management process at all – either automated or manual!

F. Principal Drivers Impacting the Warranty Management Market

The respondents to the survey have also clearly identified the specific drivers that are pushing them to aspire to the attainment of higher levels of performance. In fact, they have provided responses that suggest that there are essentially three main “clusters” of factors that drive their respective warranty management initiatives: (1) Customer-focused, (2) Product Quality-focused and (3) Revenue/Profit-focused – and in that order (Figure 5).



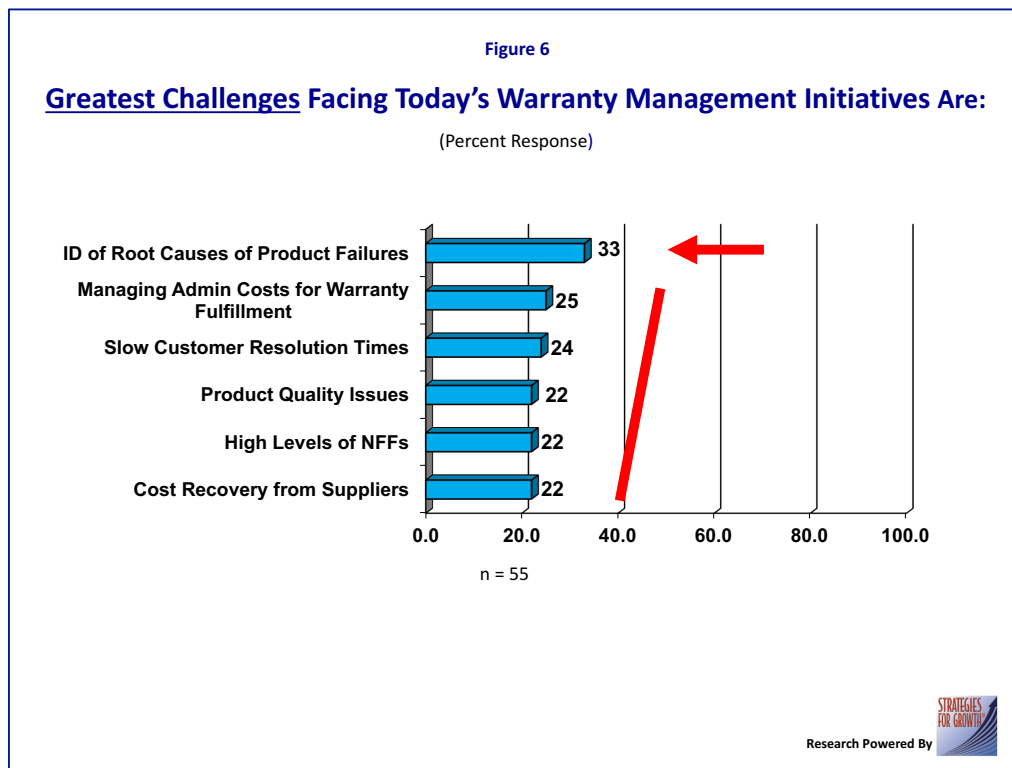
For example, among the Customer-focused drivers, post-sale customer satisfaction issues (58% - up from only 42% just a year earlier!), the desire to improve customer retention (42%) and customer demand for improved warranty services (35%) are the top three drivers with respect to optimizing overall service performance. No other drivers are cited by more than just over one-quarter (28%) of respondents.

The next “cluster” of drivers is Product Quality-focused, and is represented solely by dealing with inferior/deficient product quality at 28%. The third “cluster”, Revenue/Profit-focused, is comprised of two closely-related drivers: internal mandate to drive increased service revenues (26%), and internal mandate to improve service profitability (25%). As such, the warranty chain management community has made it clear that it is squarely focused on, first, satisfying – and retaining – its customers; second, dedicated to improving product quality-related issues; and third, mandated to drive increased warranty revenues – and as a result, improved services profitability – through improved warranty management services – again, in that specific order.

G. Greatest Challenges Currently Facing Warranty Managers

Aside from the top clusters of customer-, product quality- and cost/revenue-focused drivers, warranty services managers are also faced with myriad additional challenges that come from many different areas. The top challenge, as cited by roughly one-third (33%) of the survey respondents, is the ability to identify the root cause of product failures.

However, ± one-quarter of respondents also cite managing administration costs for warranty fulfillment (25%), slow customer resolution times (24%), product quality issues (22%), high levels of No Faults Found (NFF) (22%), and cost recovery from suppliers (22%) as significant challenges as well (Figure 6).



Among the other key challenges faced by warranty managers today are:

- **22%** System limitations
- **20%** Sale of extended warranties
- **20%** Constraints of the repair network
- **18%** Claims processing time & accuracy
- **16%** Data quality
- **16%** Repair & Reverse Logistics management

Accordingly, warranty managers may often find themselves deluged with additional challenges, some of which relate directly to the bottom line, such as supplier cost recovery, cost management, sales of extended warranties and the management of their repair and reverse logistics operations, among others.

H. Current and Planned Strategic Actions Taken by Warranty Management Organizations

Based both on the survey findings and SFGSM's ongoing research, it is not surprising to find that the warranty management community recognizes that it will need to continue to institute – and enforce – process workflow improvements for supplier cost recovery (35%), and restructure for improved warranty management oversight and accountability (33%). In fact, these are among the top three strategic actions presently being taken by the global community.

Also cited as the number one current strategic action is developing and/or improving the metrics, or Key Performance Indicators (KPIs), used to measure advanced warranty chain analytics (cited by 35% of respondent organizations) (Figure 7). This is also the number strategic action cited by respondents in SFGSM's annual *Field Service Management Benchmark Survey*.

Figure 7

The Top Strategic Actions Currently Undertaken to Address the Key Drivers/Challenges of Warranty Chain Performance Are:

(Percent Response)

- > **35%** Develop/Improve Metrics, or KPIs for Advanced Warranty Chain Analytics
- > **35%** Institute/Enforce Process Workflow Improvements for Supplier Cost Recovery
- > **33%** Restructure for Improved Warranty Management Oversight & Accountability
- > **28%** Improve Warranty Management-related Planning and Forecasting Activities
- > **28%** Streamline Parts Return Process to Improve Overall Efficiency
- > **26%** Purchase and/or Upgrade an Automated Warranty Chain Management Solution
- > **26%** Implement a Claims Review Process to Curb Fraudulent Claims
- > **24%** Foster a Closer Working Collaboration Between Product Design & Service
- > **22%** Provide Additional Training to Extended Warranty Sales Personnel
- > **20%** Outsource some, or all, Warranty Management Activities to Third Parties
- > **15%** Restructure/Update Existing Warranty Pricing Schedule

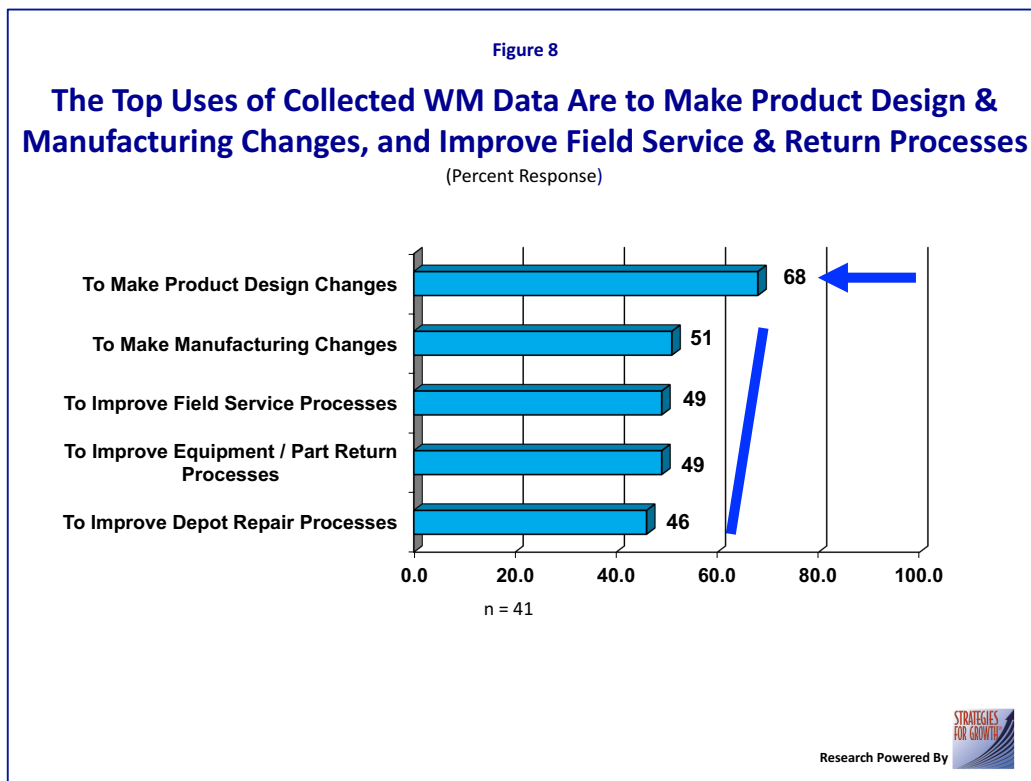
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Planned strategic actions over the next 12-month period reflect an even stronger focus on warranty management. For example, 37% of respondents plan to develop and/or improve their KPI programs, 24% plan to institute/enforce process workflow improvements for supplier cost recovery, 20% plan to restructure for improved warranty management oversight and accountability, 20% plan to improve warranty management-related planning and forecasting activities, and 20% plan to foster a closer working collaboration between product design and service. And so, these trends continue!

All told, these current and planned strategic actions reflect a global warranty management community that has a good understanding of the importance of performance measurement – and recognizes that they will still need to improve the key processes that they are continually using to manage their warranty operations in order to keep up with customer expectations.

I. Top Uses of Collected Warranty Management Data

The key to success for warranty management organizations – and the other organizations within the enterprise with which they interact – is not so much related specifically to what data they are collecting, but, rather, on how they use that data to improve their overall performance. For the global warranty management community, the main uses of the data they collect through warranty-related events are mainly associated with making product design changes (68%) and manufacturing changes (51%), followed by improving field service processes (49%) and equipment/part return processes (49%) (Figure 8). As such, most of these uses are related to either effecting change in the way products are designed and manufactured and/or improving existing processes.



Other key uses of data/information collected from warranty-related events, as cited by at least one-quarter (25%) of respondents, include:

- 46% Improve depot repair processes
- 44% For inclusion in regular corporate financial performance reporting
- 39% Making changes to product documentation
- 37% Making supplier selection
- 29% Using in support of warranty marketing and promotional campaigns

Once again, the uses of the data/information collected from warranty events are typically targeted for a variety of purposes, ranging from improving processes, effecting change, and sharing data and information with other areas within the organization.

J. Primary KPIs Used to Measure Warranty Management Performance

The survey findings reveal that there are basically five warranty management service performance metrics, or KPIs, presently being used by a majority (or near majority) of the respondent organizations that participated in **SFGSM's 2018 Warranty Chain Management Benchmark Survey** (Figure 9). They include:

- **75%** Customer Satisfaction (cited by **35%** as their number one KPI)
- **70%** Total Warranty Costs (cited by **27%** as their number one KPI)
- **58%** Warranty Costs, per Product (cited by **11%** as their number one KPI)
- **58%** Claims Processing Time (cited by **5%** as their number one KPI)
- **50%** In-Warranty Product Return Rate (cited by **3%** as their number one KPI)



However, there are also an additional eight KPIs that are used by at least one-quarter (25%) or more of respondents. These include:

- **45%** Total Revenues from Extended Warranty Sales
- **42%** Warranty Incidents, Per Product
- **40%** Time from Defect Detection to Correction
- **40%** Claims Processing Costs
- **35%** Analysis Cycle Time
- **30%** Time from Product Sale to Defect Detection
- **28%** Warranty Reserve Variation

Thus, from the survey data, the most commonly used warranty management KPIs tend to focus primarily on customer satisfaction and the costs of performing warranty management operations.

An SFGSM Analysts Take

However, using specific KPIs to measure warranty analytics is only half the battle – the other half, of course, is to attain high levels of performance when those metrics are applied to the organization’s performance. This is where the survey results seemingly portray a fairly high level of performance across all warranty management segments. However, there are many – in fact, too many – individual organizations that are still not performing anywhere near as well.

The mean values currently being generated through the measurement of key metrics reflect some slight to moderate improvement from the previous year’s survey results. For example, customer satisfaction has remained the same at 82% in 2018 as in 2017 (i.e., although down somewhat from 85% in 2016). An 82% rating is not bad, although it does fall below the desired 85% line). However, mean warranty claims processing time improved by more than one (1) day year-over-year, decreasing from 8.9 days in 2017, to 7.6 days in 2018 (i.e., although down from 5.6 days in 2016). Overall services profitability (including warranty services) came in at 27% for 2018, representing a fairly healthy profit margin, but one that falls well below the 30%+ profits reflected in SFGSM’s annual field service management surveys (Figure 10).

Figure 10

Current KPI Values Reflect Mixed Performance Among Respondents

(Percent Response)

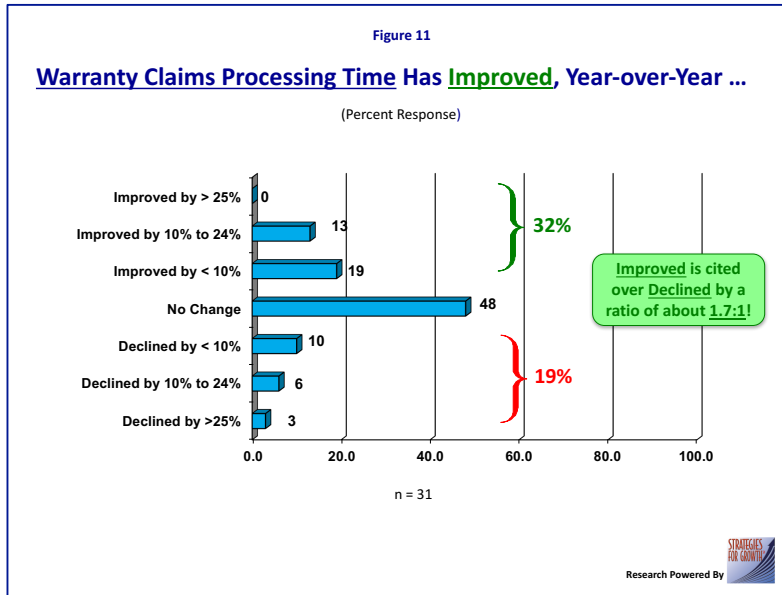
- ❑ Mean KPI values currently being used to measure Warranty Management performance appear to be reasonably high – plus, somewhat higher than in past years:
 - **82%** Customer Satisfaction (Same as 82% in 2017)
 - **7.6 Days** Warranty Claims Processing Time (Improved from 8.9 Days in 2017)
 - **27%** Services Profitability (Improved from 25% in 2017)
- ❑ However, many Organizations are still not attaining even Industry Average levels of performance:
 - **47%** Not attaining at least 90% Customer Satisfaction
 - **27%** Not attaining at least 80% Customer Satisfaction
 - **71%** Not Attaining 2 Days or Less Warranty Claims Processing Time
 - **52%** Not Attaining 4 Days or Less Warranty Claims Processing Time
 - **13%** Taking 15 Days or More for Warranty Claims Processing Time
 - **50%** Not attaining at least 30% Services Profitability
 - **33%** Not attaining at least 20% Services Profitability
 - **25%** Not attaining at least 10% Services Profitability

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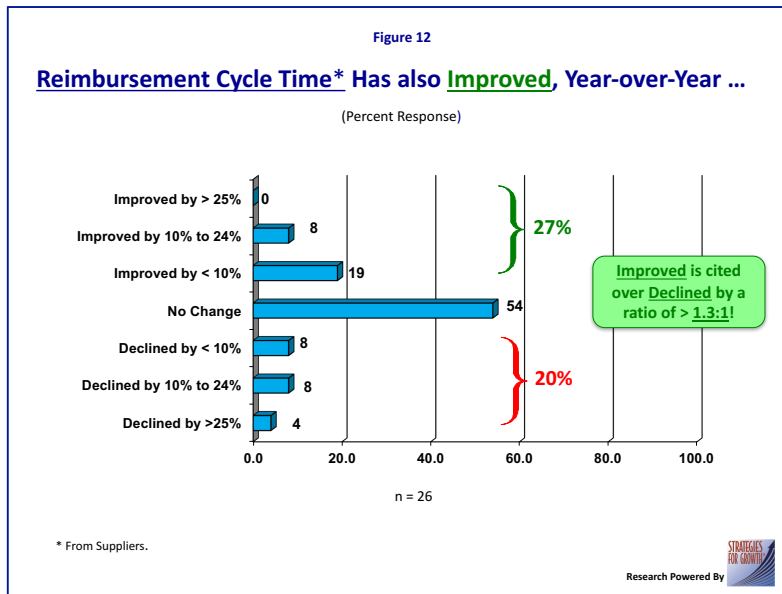
However, looking at the distribution of warranty management organizations that fall below the mean averages, we find high percentages of organizations that are still not attaining even sub-par performance levels. For, example, more than one-quarter (27%) not attaining at least 80% customer satisfaction is somewhat shocking; and more than one-in-eight (13%) taking 15 days or more for warranty claims processing time puts many organizations well behind their competitors in terms of customer satisfaction and other key metrics. Roughly one-third (33%) not attaining at least 20% services profitability in a segment where the average organization is attaining 27%, is also somewhat discouraging.

K. Year-over-Year Improvements Realized by Warranty Management Organizations

Boosted somewhat by improvements in warranty claims processing time from 2017 to 2018, nearly one-third (33%) of respondent organizations that report improvements in this KPI during the past 12 months, while only 19% cite declines. This represents a ratio of about 1.7:1 of increases over decreases over the past year(Figure 11)



Reimbursement cycle time from suppliers has also improved year-over-year, with 27% citing improvements vs. 20% citing declines – a ratio of roughly 1.3:1 for improvements over declines during the 12-month period (Figure 12).



L. Summary and Key Takeaways

Based on the results of **SFGSM's 2018 Warranty Chain Management Benchmark Survey**, the key takeaways are:

- More than half (52%) of the warranty management community have either implemented a new, or upgraded their existing, warranty management solution in the past three years
- Roughly three-quarters (75%) of current warranty management processes are at least partially automated; however, one-in-seven (14%) are still entirely manual
- Organizations with “new”, or upgraded, warranty management implementations have realized significant performance improvements with respect to warranty claims processing time and supplier/vendor recovery (as a percent of total warranty expense) (each at up-to-10%)
- Warranty management organizations are being driven, first, by Customer-focused factors; second, by Product Quality-focused factors; and third, by Revenue/Profit-focused factors
- The most significant challenges currently faced by warranty services managers are identifying the root causes of product failures, followed by managing administration costs for warranty fulfillment
- Currently, as well as in the next 12 months, warranty services managers are focusing primarily on developing and/or improving their KPIs and warranty analytics programs, instituting/enforcing process workflow improvements for supplier cost recovery, and restructuring for improved warranty management oversight & accountability
- The top uses of data/information collected from warranty-related events are basically to effect changes (i.e., product design, manufacturing, etc.) and improve processes (i.e., field service, part returns, depot repair, etc.)
- Customer satisfaction and total warranty costs are the top two categories of KPIs used by warranty services management organizations; followed by warranty costs, per product
- The 2018 warranty management survey results reflect slight to modest improvements in year-over-year performance, particularly for warranty claims processing time and reimbursement cycle time (from suppliers)
- While the overall survey results for 2018 seemingly portray a fairly high level of warranty management performance across all respondent segments, there are many – in fact, too many – individual organizations that are not performing anywhere near as well in key measurement categories (i.e., 25% to almost 50% of survey respondent organizations)

Historically, the primary factors cited as driving the warranty management community to improve its operational efficiencies and overall performance have essentially been customer-driven; that is, with a focus primarily on meeting – and exceeding – customer expectations for returns processing, claims processing time, replacement units and the like. However, the economic bust of the past decade changed the way warranty management organizations think by also placing increased emphasis on total warranty costs and other cost-related issues. Still, the number one factor, overall, is to meet their obligations with respect to keeping their customers satisfied.

An SFGSM Analysts Take

The bottom line for 2018 and beyond is that organizations that have implemented new (or at least upgraded) warranty management solutions are experiencing improvements in performance ratings for key metrics, including warranty claims processing time, cost recovery from suppliers/vendors and, ultimately, both customer satisfaction and their respective financial KPIs.

There is no mistake – if your organization finds itself behind the curve with respect to (1) the automation of its existing warranty management processes (or lack thereof); (2) its ability to meet (if not exceed) its customers' demands or requirements; (3) its ability to recover costs from its suppliers/vendors; or (4) dealing with the costs associated with running its warranty management operations; this gap will likely only get larger over time – unless it considers implementing a new, or upgrading its existing, warranty management solution. The 2018 survey results clearly reflect the impact that doing so will have on the organization – and its bottom line.

The leading warranty management organizations (i.e., those that have already attained, or are poised to attain, best practices status) are doing so mainly by taking steps to:

- Develop and/or improve the KPIs they use to measure their performance over time
- Automate their existing manual or partially automated processes
- Streamline overall operations
- Streamline parts return processes to improve overall efficiency
- Restructure for improved warranty management oversight and accountability
- Institute/enforce process workflow improvements for supplier recovery
- Purchase and/or upgrade to an fully automated warranty chain management solution

Appendix: Summary of Survey Respondent Disposition

Each year, *Strategies For Growth*SM (SFGSM) conducts a series of Benchmark Surveys among its outreach community of more than 30,000 global services professionals. Total responses for the *2018 Warranty Chain Management Benchmark Survey*, conducted in January/February, 2018, are 101.

An overview of the survey respondent disposition reflects a microcosmic representation of the global Warranty Management services community, as follows:

- **57%** Manufacturer/OEMs or Third Party Maintenance (TPM) providers; **17%** Professional Services; **9%** In-house/Self-Maintenance; **5%** Dealer/Distributors; and **4%** Authorized Services Providers
- **71%** North America, **18%** EMEA and **8%** Asia-Pacific and 3% LATAM
- **29%** C-Level/VP/GM; **24%** Director; **24%** Manager; and **23%** Technician and Other
- **36%** Small Enterprises (i.e., less than US\$100 million); **32%** Medium Enterprises (i.e., between US\$100 and US\$999 million); and **32%** Large Enterprises (i.e., US\$1 billion or larger)
- **29%** High-Tech/IT Services; **18%** Medical/Healthcare; **14%** Consumer/Retail; **11%** Industrial/Manufacturing; and **28%** Other (including Automotive/ Aerospace, Construction, etc.)

As such, we believe the survey results to represent a realistic reflection of the global warranty chain management community.

About The Author

Bill Pollock is President & Principal Consulting Analyst at **Strategies For GrowthSM (SFGSM)**, the independent research analyst and services consulting firm he founded in 1992.



Previously, Bill served as President & Chief Research Officer (CRO) at The Service Council; Vice President & Principal Analyst, heading up Aberdeen Group's Service Management Practice; and Managing Analyst, Services Industry at Gartner.

In 2015 - 17, Bill was named "One of the Twenty Most Influential People in Field Service" by *Field Service News* (UK); one of the "Top 10 People Every Field Service Pro Should Follow" by *Field Service Digital*; one of Capterra's "20 Excellent Field Service Twitter Accounts"; and one of Coresystems' "Top 10 Field Service Influencers to Follow".

Bill has also had more than 350 articles, columns and features published on topics including Field Service Management (FSM), Service Lifecycle Management (SLM), Customer Relationship Management (CRM), Warranty Chain Management (WCM), Reverse Logistics, Augmented Reality (AR), the Internet of Things (IoT) and others for leading international services publications.

He writes monthly feature articles for *Field Service News*, *Field Service Digital*, and *Field Technologies Online*, and is a regular contributor to *Warranty Week* and other services-related publications.

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About Strategies For GrowthSM

Strategies For GrowthSM (SFGSM) is an independent research analyst and advisory consulting firm that supports services organizations with a full range of strategic, marketing, business planning and consulting services.

During the past 25+ years, **SFGSM** has consulted to more than 300 client organizations around the globe. These engagements have involved strategic services planning, market research/custom surveys, thought leadership content development and market outreach support, customer needs & requirements analyses, customer satisfaction measurement & tracking programs, business intelligence gathering, vertical market segmentation, services assessments and the development of strategic recommendations for improving service performance and customer retention.

SFGSM's thought leadership content development services include White Papers and *Analysts Take* reports; Webinars, ghost-written/published articles, data support for Infographics, guest Blogposts, expert interviews, User Group keynote presentations and development of Website content.

The original **SFGSM** website is now archived, and has been rebranded as www.PollockOnService.com. However, previously published articles and white papers are still accessible for download at www.s4growth.com.

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About PTC's iWarranty Solution:

iWarranty is PTC's warranty and contract management solution that defines, manages, and analyzes all warranty processes from initial product registration through the end of the standard or extended warranty period, providing a single-view of product performance across the install base. This unique approach to warranty and Service Lifecycle Management (SLM) leverages a product-centric data model to manage and capture service/warranty history as it relates to product configuration, allowing important data to feed back into the enterprise for continuous product and service improvement.

Key Benefits include:

- Increases operational efficiency and minimizes risk
- Improves customer satisfaction and retention
- Enhances product and service performance
- Improves contract opportunities and renewals
- Accelerates time to value and ensures maximum return on investment
- Reduces service and warranty costs

Increasing customer value should be the primary driver for organizations seeking to improve their warranty and contract performance. iWarranty is the only solution that puts the product at the center of an automated, closed-loop system to capture, analyze, and correct high cost warranty and service issues.

Making a strategic investment in product-centric warranty and contract management will deliver:

- Higher service revenue, lower service costs, increased profitability and market share
- Automated and improved warranty lifecycle employing analytics to capture warranty and service outcomes in context of product configuration
- Ability to identify root causes of service and quality issues facilitating real-time resolution of those issues
- Standardized warranty coverage and business rules with product-centric approach
- Centrally managed warranty claims, returns, and supplier recovery
- Closed-loop warranty analytics to analyze and correct high-cost warranty issues from both a service (for service improvement) and product development (for product improvement) perspective
- A single view into product performance and service history across the entire install base

For more information or to arrange a demo, please visit the PTC Website at [PTC iWarranty](#).