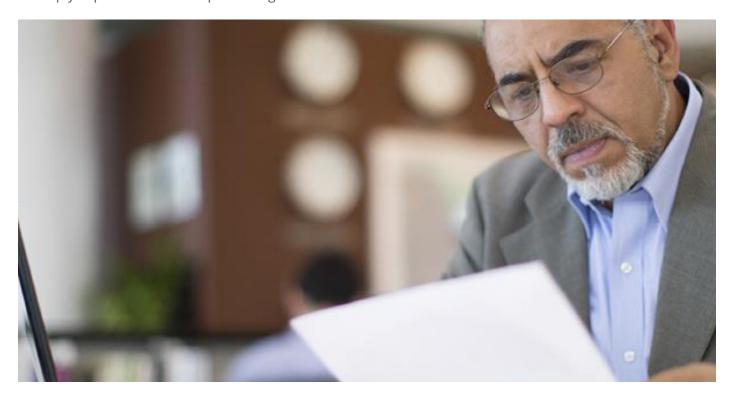ptc

iWarranty

Best-in-class warranty management and analytics software

PTC's iWarranty is the leading warranty transaction management solution in the market. It defines, manages, and analyzes all warranty processes from initial product registration through the end of the standard or extended warranty, providing a single-view of product performance across the install base.

Most manufacturers today are committed to improving their warranty and contract management processes. Their aim: to increase operational efficiency. Forward-thinking companies are looking at warranty and contract management through the lens of overall corporate strategy and improvement to customer satisfaction, retention, and ultimately increased sales and profit. They are not satisfied to simply improve transaction processing–instead they want a warranty and contract strategy to improve product and service performance, which reduces warranty costs and improves the overall performance of service and customer value.

That's why, when selecting a warranty management product, it's important to pick one that provides "product-centric" analytics to enterprise decision-makers.

Introducing iWarranty

PTC provides a warranty management solution to not only help manage and track customers, their warranty entitlements and claims, but provides a comprehensive picture of the complete performance and service history throughout the product lifecycle.

Compared to other products, iWarranty provides a complete picture of the performance and service history for the product's service lifecycle leading to cost-saving improvements in product development, manufacturing, and post-sales processes. Warranty liabilities are significantly improved when using iWarranty - users have reported a 50% reduction in warranty claims costs and 75% reduction in warranty processing overhead.

A unique approach

iWarranty provides a unique approach to warranty, leveraging 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.

It puts best-in-class warranty management and analytics software in the hands of users where and when they need it. It allows enterprise managers and operations personnel to manage service processes and transform the service chain with fully integrated modules to address every facet of the product warranty and service lifecycle.

Key benefits

- Increases operational efficiency while minimizing risks

- Accelerates time to value and ensures maximum return on investment

- Improves contract opportunities

- Enhances product and service performance

- Reduces service and warranty costs

- Improves customer satisfaction and retention

PTC's iWarranty provides an extensive suite of Warranty-related features and functions in one cohesive package

iWarranty – A comprehensive suite of features:

Overall Warranty Management

Managing warranty is critical to the bottom-line as well as to improve customer satisfaction. In addition to the cost involved in warranty claims and product recalls, warranty issues can result in loss of customer goodwill, damage to the company brand, and loss of repeat business from dissatisfied customers. Warranty coverage by manufacturers signals the quality of the product to the market and warranties can be used to win and retain customers.

Most companies today face many challenges in managing warranty effectively as they are relying on labour-intensive processes and warranty systems that were developed decades ago.

iWarranty streamlines and automates all of the key aspects of warranty management to help reduce costs, including the following features:

- Basic Warranty Management
  - Policies & Coverage
  - Adjudication Rules
  - Standard Repair Time (SRT) Management
  - Approval Workflows
- Product Registrations
  - Industrial OEM Best-Practice Process Templates
  - Product Registrations
  - Registration Transfers
  - Pre-delivery Inspection
  - Machine Profile Mgt. & Access
  - End-of-Service
  - Support for SIC (Standard Industrial Classification) Codes
- Campaign/Recall Management
  - Industrial OEM Best-Practice Process Templates
  - Campaign Definition
  - Sending Campaign / Recall notifications (and reminders) to Dealers and Owners
  - Service Action Processing
  - Multiple procedures
  - Campaign tracking

eClaims

When claim information is inaccurate or incomplete extensive manual review may be required toensure policy compliance. Often, minimal claim data is entered to get the claim paid, but may result in excessive claim payments and ineffective failure analysis.

iWarranty's eClaims feature enables all warranty claims management functions including online claims entry, claim validations using extensive business rules, claim work queues, claims review and processing.

iWarranty provides:

- Industrial OEM Best-Practice Process Templates
- Claims Submission: Web-Interface
- Claims Submission: System Interface
- Claims Processing & Workflow
- Claims Tracking & Reporting
- Service History Mgt.
- Industry Standards Support
- Model Claims
- Multi-level approvals
- Parts Invoice Verification

Part returns

Track and manage returns activity to effectively move parts to different locations or handling of returned items.

iWarranty provides:

- Industrial Best-Practice Process Templates
- Returns Authorization Processing
- Shipping Documentation (Packing slip, Shipping labels)
- Tracking
- Failed Parts Inspection

Supplier recovery

Product manufacturers(OEMs) and their suppliers share a common interest in reducing warranty claims and recalls, but their current processes may result in much lower supplier recovery than expected and costly delays in correcting problems involving supplier components.

iWarranty provides more effective supplier recovery and collaboration to help increase recovery percentages from suppliers while

streamlining the claim-sharing process and quality analysis. It automates supplier claim generation based on supplier agreements, shares claim information with suppliers in different formats and allows recovery analysts and the suppliers to negotiate and process claims in real time.

iWarranty provides:

- Industrial Best-Practice Process Templates
- Supplier Recovery & Failed Part Disposition agreements
- Supplier Claims Creation & Tracking
- Supplier Collaboration
- Supplier Claim Packages
- Auto Packaging and submission
- Payment Receipt Maintenance
- Claim, Package Proration
- Ad-hoc Supplier Claim generation
- Support for single/multiple supplier claim generation
- Vendor Causal part override
- Supplier Claim regeneration
- OEM and Vendor X-Ref codes

Warranty parts

Service parts ordering, catalog and marketing solution to improve the service parts sales

iWarranty enables:

- Preparation of quotes and ordering online
- Establishment of parts order parameters to setup pricing, discounts
- Integration with DMS, Electronic Parts catalog systems
- Allowing dealers to share inventory for selected parts
- Access to online order status, delivery and tracking information
- Dealers and customer access to view the availability of parts

Service contracts & extended warranty

Typically, only a small percentage of products are sold with extended warranty and service contracts. As a result, there is a huge opportunity for additional service revenues and profits from the current install base of products and customers.

However, services contracts can be difficult to configure, price, administer and analyze for profitability.

iWarranty helps streamle pricing, quoting, administration of extended warranties, maintenance and service contracts.

iWarranty provides:

- Industrial OEM Best-Practice Process Templates
- Contract Management
- Service Products
- Price Books
- Quotes
- Approval Workflows
- Contract transfers/Cancellation

Warranty analytics

Warranty Service Intelligence is an exciting approach to reporting and analytics that extends the span of reporting across the entire business. iWarranty enables reporting access at all levels, to meet the needs of everyone in the organization. By pre-creating the data relationships, and delivering them through one of the most intuitive report writers in the business, reports are created on the spot by your front line people. The organization is not restricted to canned reports, nor dependent on their IT department for high-cost report coding.

Customer support / ticketing

When customer service agents are asked about their biggest pain point, most will say it is their inability to easily locate the information they need to quickly and effectively answer customer questions. They become frustrated when they have to sift through a mountain of organizational charts,

case histories, or cheat sheets in order to find the right person to handle the customer's specific request.

Likewise, customers become impatient with support sites where they have to wade through deep menus to match their particular issue, or enter certain keywords to conduct an effective search. If the navigation is too complicated or their searches are not successful, they will close their browser and call the support center. And customer frustration mounts when they are connected to a "likely" party, only to start a series of call transfers until the "helpful party" is finally found.

iWarranty's Customer Support feature combines several key elements designed to maximize customer response times. The adaptive navigation system continually changes to reflect new usage by customers, agents, and other company personnel. Menus become purposeful, searches become specific instead of general, and getting to the answer takes less time.

In addition, by building structured service content into each and every incoming case, users can instantly pinpoint past histories, quickly drill down from product, to assembly, to exact part, and connect to every knowledge point across their entire service universe. iWarranty enhances application visibility, improves contact center response times and optimizes service efficiency, thus enabling organizations to accelerate the delivery and performance of all services

iWarranty's Service Hub is the engine driving effective service communications between service agents, customers, and your organization

iWarranty provides:

- Support request(ticket) creation and tracking
- Service dispatch
- Service knowledge base (technical solutions)
- Service order creation from support request
- Escalation of support requests to specialist teams (Support Center)

Service event management

In today's environment, management must maintain a careful balance of information, execution, and evaluation. Customers want their products repaired instantly, service providers need access to up-to-the minute information, and you must know what is happening with both entities at a moment's notice. Inside your business management system is a dizzying amount of data to indicate how your company is performing in real-time. But how do you get the right information to the right people at the right time to make the right decisions?

iWarranty has a business portal to serve precise, up-to-date information to those who need it. Driven by a user profile, this portal provides quick access to vital business metrics via a web browser. Customers can track the status of their repairs, and service providers can communicate work order status. Decision makers are able to see personalized views of KPIs and ongoing conditions, on which they can act.

iWarranty provides:

- Service Order creation
- Prepackaged jobs
- Indirect jobs
- Technician Management
- Time reporting
- Preventive Maintenance schedule
- Claim generation

Service parts ordering

OEMs are increasingly focused on improving the lifetime value of their customers by providing better customer service and support. Service parts sales are becoming a key business driver for OEMs and dealers to increase revenues, profitability, and customer loyalty.

iWarranty provides your organization the ability to effectively manage orders that have been received or initiated during the Service Order or Warranty Claim process.

iWarranty enables:

- Preparation of quotes and ordering online

- Parts order parameters to setup pricing, discounts

- Integrate with DMS, Electronic Parts catalog systems

- Dealers to share inventory for selected parts

- Online order status, delivery and tracking information

- Dealers and customers visibility into the availability of parts

iWarranty service architecture

The engine behind iWarranty's success, and what sets it apart from the competition is its underlying architecture.

iWarranty is built to empower the business users to manage work flows, business rules, and policies that control all aspects of warranty and service business processes.

Every business needs different business rules, work flow and decision tables and iWarranty service platform enables you to configure these to meet your business needs. iWarranty role based access control (RBAC) enables businesses to easily control which functions and data each user can access. Content and document management capabilities enable you to store various service content including bulletins, manuals and other service documents.

The iWarranty Service Hub enables sharing of crucial data not only between enterprise systems, but all connected stakeholders

iWarranty users

The warranty user community is quite diverse. iWarranty has structured its solution to address every facet of warranty management to provide the greatest possible benefit of product service stakeholders.

Through all levels of your organization, access and visibility to the service chain and customers is crucial

iWarranty and product centricity

For most companies, the prime directive is profitable product sales. It's obvious to most companies that to achieve that objective, continually innovative products and product improvement have to be delivered, and those products must function as advertised while fully satisfying customer expectations.

Unfortunately, many companies, often unintentionally, have erected or institutionalized barriers between service organizations, distribution channels, customers and product engineering groups that inhibit a closed loop to product improvement and development. Focus on service management alone loses a key element to satisfying future customer expectations.

Product Centricity – the key to iWarranty's success

Your product is the virtual center of your universe. That is why special attention has been given in iWarranty to make it 'product centric'. All warranty-related issues have direct impact on both product maintenance, service and support, and new product development. Even if the product performs as advertised, in the eyes of the user, it fails when the supply and service chain fails. You need to have full visibility to every aspect of every component of every product through every phase of its lifecycle and service cycle to be really successful. iWarranty is the best solution to provide such extensive visibility.

iWarranty – the Market-Leading Warranty Transaction Solution

iWarranty is the market leading warranty transaction management solution as reported by IDC Manufacturing Insights. It is easy to use, implement, integrate and maintain – lowering the cost of the solution significantly while increasing business value. Many companies have implemented and realized the benefits of iWarranty. Your company too can benefit from the unparalleled focus, specialization and experience of the PTC team.

And, as a leading supplier of Product Lifecycle Management (PLM) and Service Lifecycle Management (SLM) products, PTC understands the importance of Warranty management from the product-centric perspective.

Make PTC your first choice for selection of a Warranty product.

For more information, visit:

www.ptc.com/en/products/ptc-warranty