

Tier 1 Trucking Supplier

Entigo Warranty™ CASE STUDY



CASE BACKGROUND

A leading trucking supplier strides to improve working vehicle productivity, reliability and service. The global company has an established distributor and dealer network responsible for providing service and technical support to their customers.

In keeping with its status as an industry leader and innovator, the supplier launched a project to implement a leading-edge warranty chain management (WCM) solution that would control warranty costs while improving partner and customer satisfaction. The company felt that efficiently and expeditiously processing claims would increase dealer satisfaction and that quickly identifying and resolving problems would increase end customer satisfaction by maximizing operating times on all vehicles containing their products.

CHALLENGE

The mainframe system that supported the company's warranty processing for 20 years was in dire need of an upgrade. The limited functionality and long lead time for enhancements within the existing system made it difficult to keep up with the increase in warranty-related issues as the company continued to grow and the marketplace grew more competitive. It was also increasingly difficult to find the expertise needed to maintain a system based on outdated technology.

In addition to the substantial application upgrade, it was felt that synchronized liability analysis tools and connectivity to its network of business partners were required to better support the company's products, which could be found in every corner of the world. While the majority of claims were submitted via batch, over 1550 repair centers submitted claims via paper because there was no electronic connectivity to the field. This paper submission was both inefficient and time-consuming.

The supplier also recognized the opportunity to provide extended coverage and custom warranties, and wanted a flexible system that easily supported a multitude of warranties policies that would open the door for additional revenue streams.

CHALLENGE

- Improve customer and partner service by automatically processing claims
- Identify and resolve component issues promptly
- Significantly reduce warranty expenses

SOLUTION

- Implement Entigo Warranty™ solution
- Automatically evaluate and process 80% of warranty claims



The size and significance of the new warranty system project required six months of internal discussions to develop a comprehensive requirements list for the new application. Business objectives for the project included reducing warranty expenses, improving customer and partner service, processing the majority of claims automatically, and identifying and resolving component issues promptly. To expedite a new solution, the company's strategy was to implement a proven off-the-shelf, commercial warranty chain management solution that would grow and provide flexibility as their requirements changed in the future.

SOLUTION

The supplier chose a team from Entigo, IBM, and SAS to provide a state-of-the-art, warranty solution. The Entigo Warranty application, combined with the SAS analytic tools and the integration team from IBM, would supply the applications and expertise required for a project of this magnitude and importance.

The supplier believes that the Entigo Warranty solution will significantly reduce warranty costs. The integrated rules engine will allow the creation of defined policies and processes that will allow up to 80% of the claims to be evaluated and processed by the system.

Warranty claims outside the boundaries set for normal processing, will be flagged for further evaluation by a warranty manager. For instance, they will be able to track serial numbers of remanufactured transmissions ("retrans") installed in warranty repairs. This tracking will highlight situations where multiple transmissions have been installed in a given vehicle which could point to a problem other than with transmission itself. This level of detail will also allow the company to isolate instances where a particular service center is submitting claims atypical of those normally received.

The Entigo solution is also expected to increase dealer and customer satisfaction. In the field, the 1500 service centers would be able to input and submit claims directly to the company electronically without resorting to a paper based process. Claims will be submitted through an interactive web-based interface and the service center will know instantly whether or not the claim is covered under warranty. The Entigo solution will also allow additional documentation, such as a tow bill or a sublet repair to be attached to the claim. The supplier expects that all of these factors will allow them to reduce the number of days to process claims by a factor of ten.

The Entigo solution is perfectly aligned with the technical standards at the company. It utilizes a J2EE platform which is scalable to support both current and future needs and is expected to easily integrate into existing systems. "The product was the "poster child" of compliance with the company's IT standards," said the supplier's project manager. He anticipates launching the new warranty chain management system to the first group of users in November 2003, with the remaining warranty chain partners up by the end of the year.

"Entigo Warranty's rules engine and road map for future functionality gave us the confidence that Entigo Warranty™ will be ideal in managing the ever changing and growing needs of our company," said the supplier's project manager. "Rave reviews from existing clients on both the product and Entigo's Professional Service organization provided the assurance that this solution can be delivered efficiently from a cost and timeline perspective."