



Entigo Warranty™



Entigo Warranty

BENEFITS

- **REDUCE INTERNAL WARRANTY COSTS**
- **IMPROVE SUPPLIER COST RECOVERY**
- **INCREASE REVENUE OPPORTUNITIES**
- **BUILD CUSTOMER AND PARTNER LOYALTY**
- **IMPROVE PRODUCT QUALITY**
- **REDUCE RISK AND INCREASE FLEXIBILITY**

For many companies, warranty is viewed as both an unpredictable and uncontrollable expense. Businesses lose millions annually from using antiquated procedures and systems to manage a complex warranty process with many suppliers and customers. Claims processing is labor intensive and often invalid claims are paid or it takes months for claims to be paid.

Efficiently managing warranty is even more challenging because it's not just about claims processing...it involves managing a whole chain of entities such as suppliers, assemblers, OEMs, dealers, repair centers, re-manufacturers and owners. For instance, a truck driver from Iowa may receive service on a transmission in Florida. The service center needs to validate the warranty, which could be from a number of sources such as the truck manufacturer, the maker of the transmission or even an insurance company. Furthermore, the actual cause of failure could be a result of the truck OEM, the transmission manufacturer or a component supplier.

Proper validation and approval of the claim against multiple warranties, return of appropriate parts, and processing payments and credits is labor intensive and takes an extended period of time leading to customer and channel frustration. The multiple players in the warranty chain add to the complexity and make recovering money from suppliers and forecasting warranty reserves difficult.

Fortune 1000 firms face these problems daily and as a result vital relationships are threatened. Quick and accurate processing of a large number of claims, while reducing costs and increasing service, requires an effective, automated warranty processing system.

Entigo provides a collaborative warranty system that simplifies a complex business process and ensures seamless integration with warranty chain partners. The web-based intelligent claims management system decreases errors and paper-based inefficiencies, eliminates payment of invalid claims, quickly flags the cause of failures, and dramatically reduces the reimbursement cycle.

With Entigo Warranty, manufacturers improve service quality, while cutting costs and increasing revenue. Entigo's solution helps companies remove the complexity of manual warranty administration, provide better visibility on warranty programs and pricing, and efficiently pay claims and recover supplier costs.



Benefits

REDUCE INTERNAL WARRANTY COSTS

Longer warranty periods, more complex policies, and a higher number of parts under warranty have caused a rise in warranty claims and associated costs. Using workflow and rules engines to automate the claims and registration process (thereby decreasing errors and time spent re-keying) and achieving consistency of claim resolution, Entigo Warranty reduces costs. By identifying and rejecting invalid claims, the system decreases claims costs, and by delegating administrative tasks to channel partners the system reduces customer service costs.

IMPROVE SUPPLIER COST RECOVERY

Although product quality continues to improve, warranty costs continue to grow along with charges due to faulty supplier parts. Improved communication and connectivity with suppliers is needed to manage supplier recovery, returns, and recalls. Entigo enables supplier cost recovery and ensures accurate reimbursements, often recouping costs mistakenly overlooked in the past.

INCREASE REVENUE OPPORTUNITIES

An efficient warranty process opens the door for additional revenue opportunities through optional, extended and custom warranty programs. Warranty, which was previously viewed as a cost center, becomes a positive revenue source with the help of Entigo's intelligent administration of warranty programs. High-margin products, such as extended and custom warranty offerings, can be sold not just at point-of-sale, but also at point-of-service and end-of-warranty.

BUILD CUSTOMER AND CHANNEL LOYALTY

Complex and incomplete warranty claims cause normal processing to take months. The Entigo system validates claims against applicable policies and dramatically reduces reimbursement time to just days. The workflow engine automates the claim processing paper flow and problem claims are returned to dealers or elevated to the appropriate manager. Channel partners use a web-interface to enter, update, or check the status of a claim and receive immediate feedback on whether a claim is approved. Prompt claims resolution strengthens relationships and increases loyalty with customers and partners.

IMPROVE PRODUCT QUALITY

A defective part could simply be a one-time failure or may lead to an extensive product recall. Data monitoring and trend detection provide visibility into product quality issues, which accelerates both problem identification and resolution. Entigo Warranty identifies patterns in product defects and helps companies implement cost effective campaigns to proactively address current problems while enabling future product improvement.

REDUCE RISK AND INCREASE FLEXIBILITY

Warranty applications built on legacy systems significantly increase operational and maintenance cost, and limit flexibility to respond to customer and competitive issues. By removing reliance on outdated systems and utilizing standard platforms, Entigo Warranty reduces risk and creates a cost effective operating environment. Furthermore, Entigo's Professional Services Organization ensures flexibility and extensibility through integration with existing back-office and reporting systems.



Entigo Warranty Chain Management Solution

Features

WARRANTY AND CLAIMS ENGINE

Warrantor

- Defines and maintains sets of product, assembly, and parts data; along with associated costs, batch IDs, and serial numbers.
- Defines and maintains organizations (e.g., dealers, distributors, owners, operators) and their roles.
- Defines and maintains policy terms and conditions (T&Cs) expressed as sets of iLog business rules.
- Defines and maintains a set of registration and claims validation conditions, expressed as a set of iLog business rules.
- Reviews all registration and warranty claims histories by product family, product type, product, assembly type, assembly, organization, etc.

Dealer/Distributor

- Submits updated registrations and pre-sales warranty claims via scheduled batch uploads from a dealer management system and/or via a real-time web interface.
- Reviews registration and warranty claims history by product or assembly (i.e., by serial number) via a real time web interface.
- Tracks warranty claim status via a web interface.
- Defines and maintains users within their organization and their roles.

Service Point/Claimant

- Determines warranty coverage on a product, assembly, and/or part via a web interface.
- Checks recall or preventative maintenance coverage on a product, assembly, and/or part via a web interface.
- Submits and updates registrations and warranty claims with supporting documentation (e.g., attached digital pictures, diagnostic files, etc.) via scheduled batch uploads from a dealer management system and/or via a web interface.
- Reviews registration and warranty claims history by product or assembly (e.g., serial, batch number).
- Tracks warranty claim status via a web interface.
- Defines and maintains users within their organization and their roles.

AUTOMATED CLAIMS PROCESSING ENGINE

- Employs iLog business rules to provide complete flexibility in automatically accepting claims, rejecting claims, adjusting claims, or posting them for review based on:
 - Policy limits,
 - Dollar amounts,
 - Specific dealers or distributors,
 - Set number of claims at the start of a warranty program,
 - Material return requirements.

- Workflow Engine automatically routes posted claims to the appropriate internal or external resource for prompt resolution.
- Workflow tasks are presented to a user in a Work-In-Progress (WIP) list based on assigned roles allowing quick access to a list of tasks to be completed.

EXTENDED/OPTIONAL WARRANTY MANAGER

- Enables manufacturers to manage, price, view and update extended and optional warranty policies.
- Allows channel partners to view and sell extended and optional warranty policies.
- Updates product registrations with new extended policy information.
- Links extended policies to associated products.

SUPPLIER RECOVERY MANAGER

- Summarizes root cause of failure from inbound claims.
- Classifies inbound claims recoverable or non-recoverable.
- Determines frequency of failed parts in approved claims.
- Tracks recovery statements vs. actual dollars recovered.

RETURNS MANAGER

- Tracks returns through authorization, shipping, and receiving.
- Facilitates submission for return/adjustment.
- Generates and manages Return Material Authorization (RMA) tracking numbers for items in-service.
- Prints RMA and shipping documentation.

RECALL / PREVENTATIVE MAINTENANCE MANAGER

- Enables manufacturers to avoid crises through instant communication of recall and maintenance notes on product quality issues.
- Facilitates automatic process of recall and preventative maintenance related claims.

WARRANTY INTEGRATION MANAGER

- Entigo's Professional Services Organization provides services to integrate Entigo Warranty with financial, manufacturing, engineering, and distribution systems.
- Enables integration with best of breed reporting and analysis packages, and uses XML as the standard data exchange format.



Entigo Warranty automates a complex process to reduce warranty costs

About Entigo

Entigo is the world's leading provider of warranty chain management solutions. With Entigo Warranty, customers save millions by efficiently and accurately processing claims, increasing supplier cost recovery, and accelerating problem identification and resolution. Entigo is headquartered in Malvern, PA and can be contacted on the web at www.entigo.com or via phone at (610) 232-2900.

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