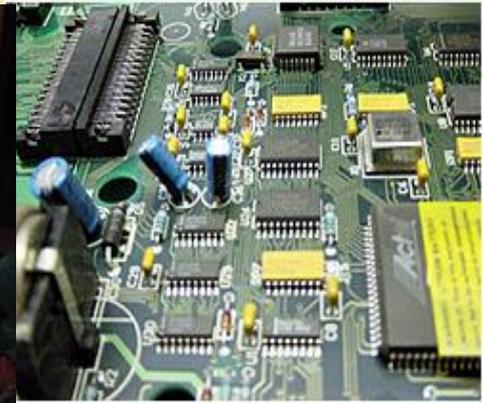# Warranty Chain Management Conference

2015

A Warranty System Upgrade for Robust Solution

Steve Chong, Manager Quality,
INGERSOLL RAND – Club Car
M. Devarapalli, Senior Program Manager,
TAVANT TECHNOLOGIES

Benefits of a Robust Warranty System

- Claim cost reduction, Cost avoidance
  - Faster claim processing time with clean data
- Additional revenue Recognition
  - Implementation of Parts Warranty
  - Achieve customer loyalty
- Improved customer satisfactions
  - Improved system intuitiveness and work flows
- Increased auto processing capabilities
  - Configure automations
  - Manage the system to help the business and increase efficiencies

Benefits of a Robust Warranty System

- Increased supplier recovery
  - Quality Data in Warranty Claims
  - Improved Cycle time
- Quality improvement process
  - Accurate warranty data
  - Understand and act on issue faster, lead to cost reduction

Getting Started

- Identify current pain points from variety of customer feedback and internal teams
    - Loss of additional revenue opportunity due to the lack of parts warranty system
    - Need for improving Dealer satisfaction.
    - Limited or no controls to prevent incoming and payment of poor quality claim data
    - Delayed quality improvement activities
    - False warnings, loss of credibility with vendors due to poor claim data quality
    - Reduced recovery opportunities
    - In-accurate warranty registration

Getting Started

- Understanding and adopting the Ingersoll Rand common processes in existing Global Single warranty Instance
  - Applicable processes for single instance
  - Standard Part Return
  - Admin Set up standards
  - Recovery claim creation & submission real time
- Solution options for addressing key areas
  - Identify additional features required
  - Dealer/Vendor facing screen improvements
  - Reduce the time to file claims

Upgrade Execution

- Team work
- Detailed Solution Documentation & Sign off
- Business team's review on current Global Instance
- Create and Track Integrated project plan
- Warranty Council approval on new features
- Data Migration
  - Clean up of Data in source system
  - Multiple cycles of Data migration for error free
- Frequent Functional Demos

Upgrade Execution cont…

- Obtain early customer feedback
- Thorough end to end integration Testing
- Involve key stake holders in UAT
  - Dealers
  - Vendors
  - Warranty & Recovery team
- Close open claims and Part Return
- Stop filing claims 1 week before Go-Live
- Training of Dealers & Vendors

Admin Set up for Upgrade System

- Job Codes
- Policies & Applicability
- Coverage Groups and Item Groups
- Battery Test sheet questions
- Business condition & Rules
- Mass claim entry
  - Draft claim upload by dealers through xl sheet
  - Multi Car Claims

Measure the effectiveness

- File & process claims from day1
- Improved cycle time for Claim filing & processing
- Dealer payment on same day
- Improved % of Auto processing of claims
- Roll out of Parts Claims to business
- Internal users : Effective use of time

Measure the effectiveness

- Positive Dealer Feedback on improved features
- Positive Vendor feedback on improved features
- Delivery
  - On time
  - With in budget
  - Quality

Challenges faced / Lessons Learned

- Data migration of historical audit
  - Stagger the migration
- Policy Set up
  - Start early
- Time taken to stabilize after the upgrade
- Availability of key business team members
- Query alignment between teams

Key Factors

- Dedicated IR Business Project Manager for decision making
  - Current system knowledge & understanding of business process
- Team work
- Plan key resource time
- Business involvement in each phase of the project
- Dedicated time to clean and set up the admin

Key Factors

- Involvement of Dealers and Vendors early in testing
- Effective continuous communication
- Effective Planning and Tracking
- Review meetings at various levels
- Testing of new features
- JIRA utilization for issue tracking

Warranty System Upgrade

- QUESTIONS?

- Contact Information
  - Steve Chong , Ingersoll-Rand
    - steve_h_chong@irco.com
    - 706-863-3000
  - Moshe Devarapalli, Tavant Technologies
    - devarapalli.moshe@tavant.com
    - 704-655-5935

Speakers Bios

- **Steve Chong** – Joined Club Car in 2008 and currently serving as the Manager of Quality Information Systems and Reporting for Club Car, L.L.C., In this role I am responsible for Program management of Club Car's quality systems as well as the quality data analysis and reporting. I hold a PMP certification from the Project Management Institute. My first role with Club Car was as the Manager, Warranty Administration and Analysis. Prior to Club Car, I was responsible for Hyundai Motor Manufacturing Alabama's recovery program and Recovery system implementation. Prior to Hyundai, I held various roles in warranty, service engineering and quality with Mercedes Benz U.S.A. I have 12+ years of experiences with various warranty and recovery systems including Tavant, Hyundai and Mercedes Benz warranty and recovery systems

- **Moshe Devarapalli** – As Senior Program Manager in Service Operations with Tavant Technologies Inc., I am responsible for Ingersoll Rand (IR) Program Globally, working with business, helping in Warranty and Supplier Recovery Management through Tavant Warranty application. I have 18 years' experience in Information Technology, a PMP certified senior manager and I have vast experience in Global Delivery model. I was responsible for implementing Warranty Management System for Ingersoll Rand sectors globally and Doosan – Bobcat. In the past I have lead large projects in BFSI e.g. Auto Loan Servicing for Long Beach Acceptance Corp, USA, Assets Management & Banking projects at ANZ (Australia New Zealand) Bank in Australia.