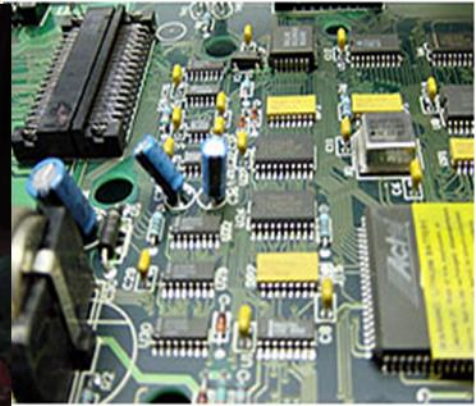




Warranty  
Chain  
Management  
Conference

2019





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# “Improved Dealer & Vendor Experience using an Intelligent Aftermarket Platform”

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INDUSTRIES, INC.

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# Challenges

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- Business Process
  - Accounting
    - Internal
    - Vendor
- Flexible warranty system
  - Dealer network
  - Vendor
  - Ourselves (OEM)
- Quantify the benefits
  - Reports & Dashboards

# Dealer Process Optimization

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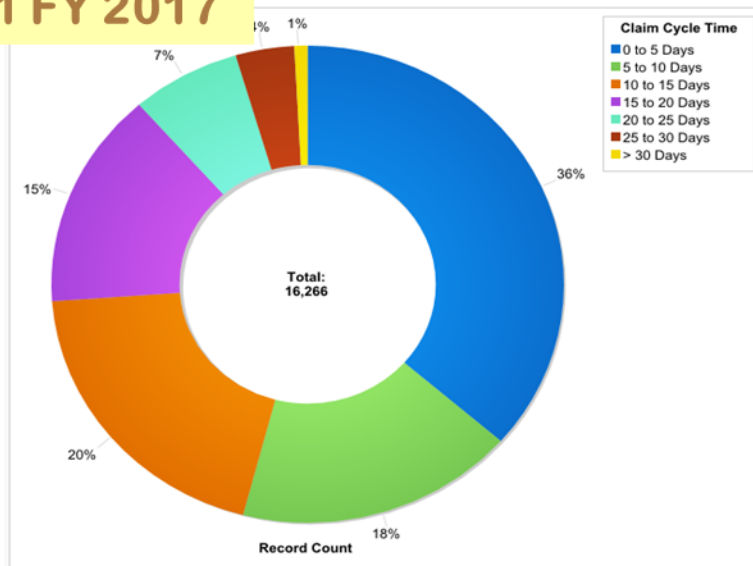


- Policy lookup for registration
- Ease of claim creation
- Parts and Job code look up
- Introduction of claim templates for recalls
- Auto calculate incentives
- Shipping labels
  - Predetermined shipping locations
- Pending activity reminders
  - Pending parts to be returned
  - Pending claims
- Online labor rate approvals
- Warranty claims auto processing

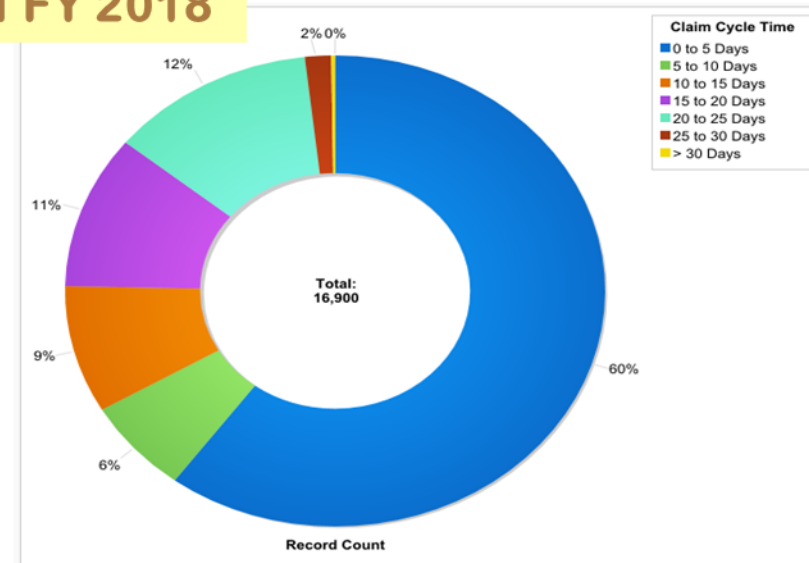
# Benefits Achieved - Dealer



Q1 FY 2017



Q1 FY 2018



# Vendor Process Optimization

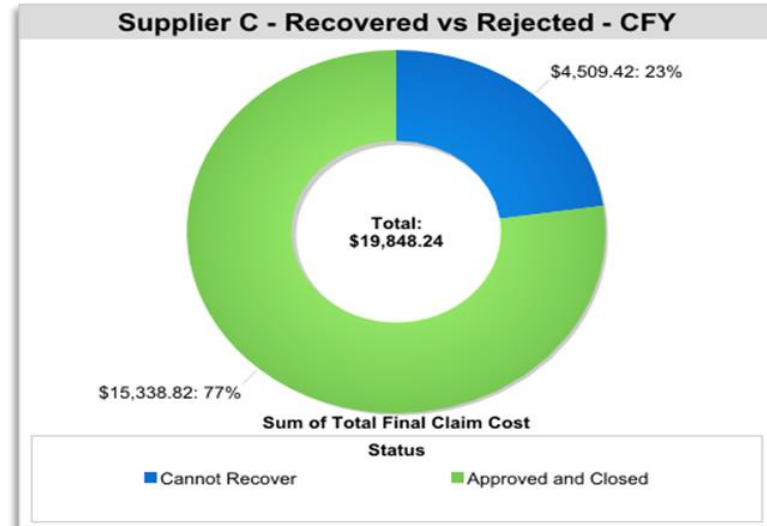
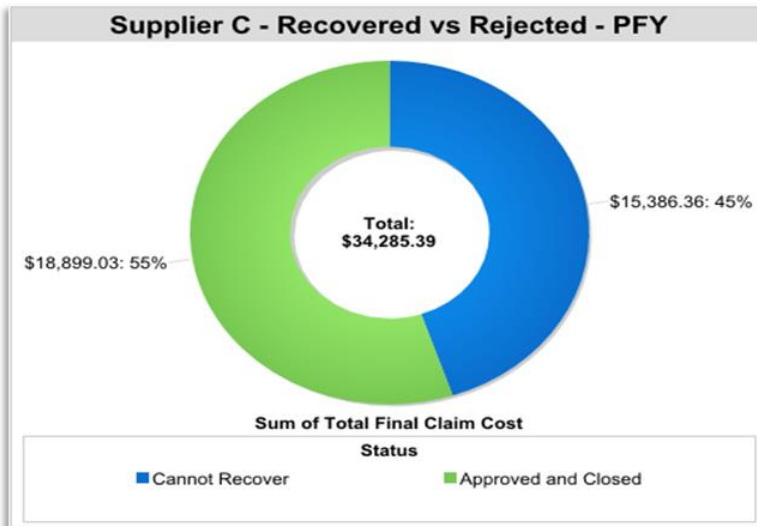
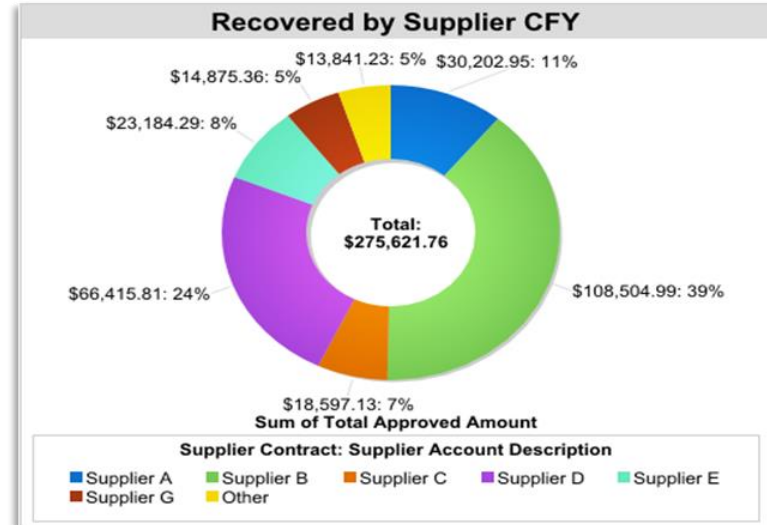
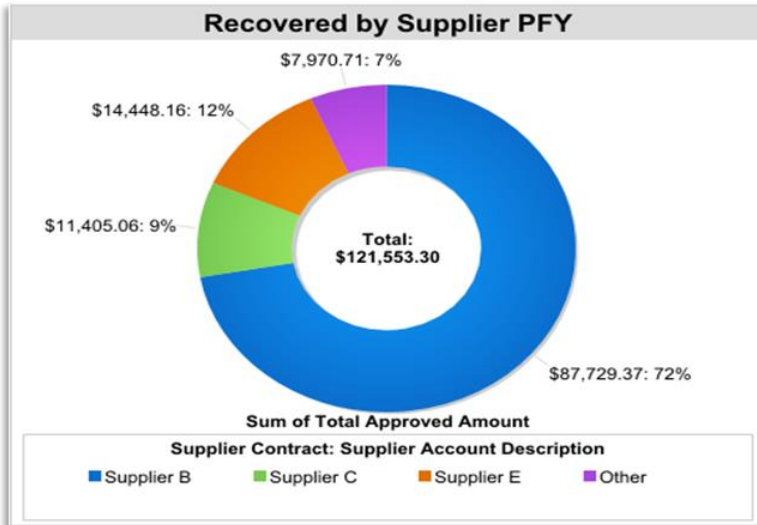
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- Flexibility for adapting to unique vendor/supplier processes
- RTAs
- Reason for replacement
- Advance notification of incoming shipments
- Shipping labels with repair info & instructions
- Recovery claims auto processing and approvals
- Auto scheduled itemized weekly reports for vendor review
- Auto debit process



# Benefits Achieved - Vendor



# Internal Process Optimization

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- Visibility to information
  - Claim history
  - Service Call history
  - Maintenance history
- Consistency in gathering information
- Business driven rules and Auto processing
- Quick payment process





# Lessons Learned

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- Identify failed part vs root cause for failure
- Use of pre-configured values vs free text
- Change is hard
- Understanding the accounting process from the vendors
- Include time window for feedback and inputs from vendors
- Timely reports & communication

# Key Users

## Major Actors or profiles



warranty admin

This user can perform any or every task in TWOD application



claim processor

This user is responsible to review and approve the claims submitted by dealers. However, s/he can perform all other activities that a part receiver, a part inspector and a dealer can perform except the Warranty Registration



part inspector

This user is responsible only for inspection of parts that are received from dealer and provide verdict on the same



recovery processor

Files and processes recovery claims. Based on the business rules configured by the recovery admin, a recovery claim can either be routed to a recovery suppliers or can directly approach the suppliers. Recovery processor checks the details of the claim and then performs an action based on the conditions.



supplier admin

The suppliers are restricted to view the recovery claims that are entitled to them either by the recovery processor or by recovery admin. The suppliers can also take action on those claims that are not closed by the recovery processor.



super admin

This user can perform any or every task in TWOD application including changing the functionalities in the system at the code level



dealer

This user can perform Warranty Registration, create claims, create shipment and confirm shipment



part receiver

This user is responsible only for receiving parts that are shipped from dealer's location and confirm it



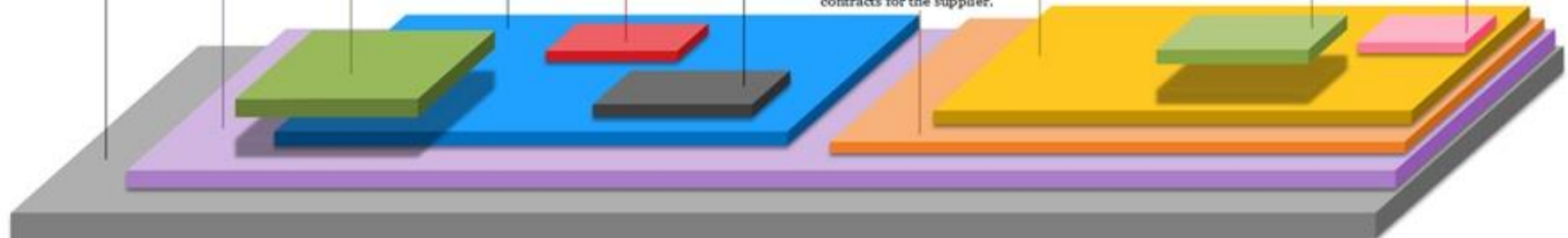
recovery admin

This admin sets up the supplier recovery operations in the system by defining the Business unit configurations, creating and managing suppliers and supplier users by creating contracts for the supplier.



part shipper

This user is responsible for shipping the parts back to the supplier's warehouse/return facility.

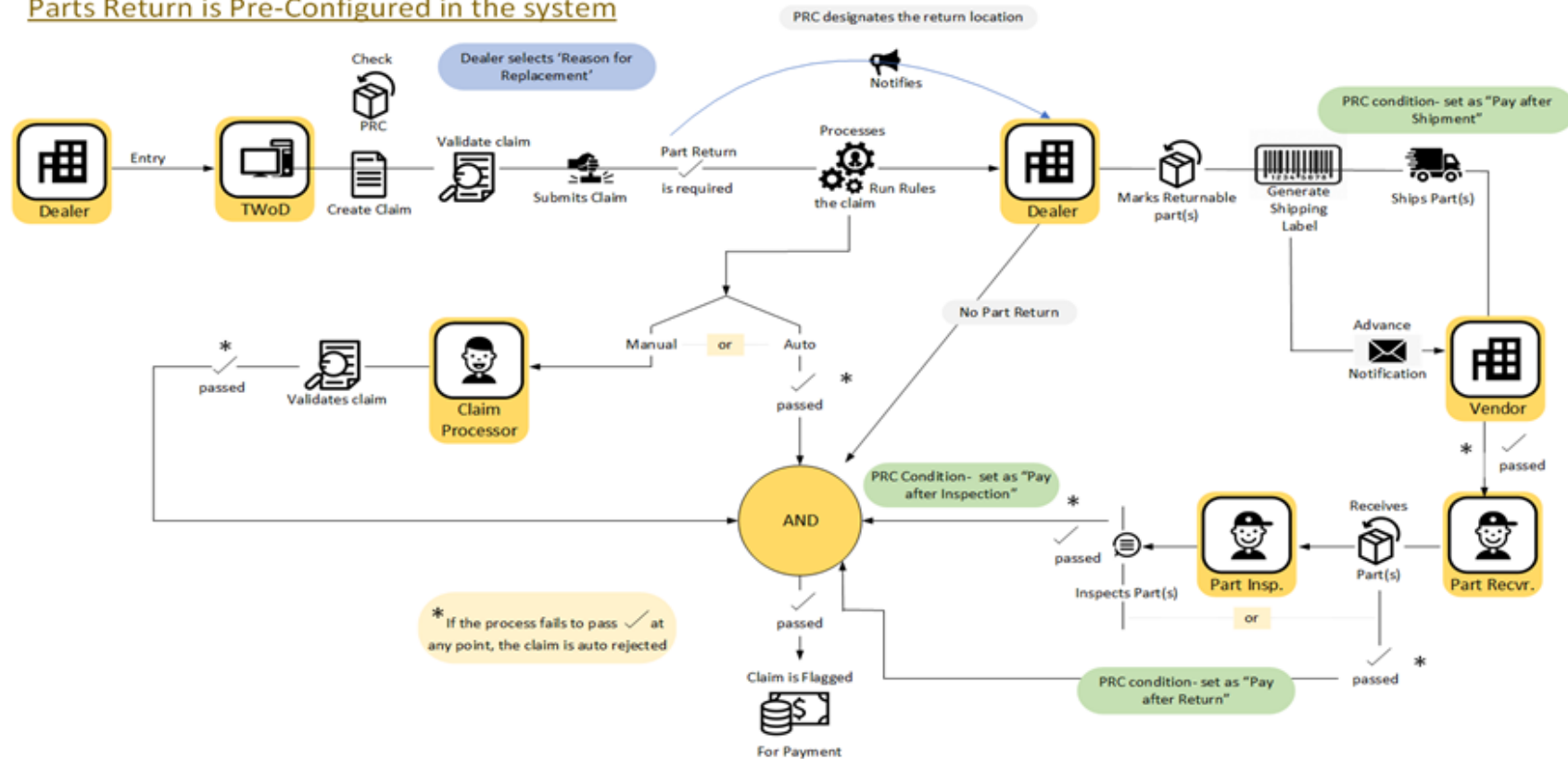


★ = External User

# Part Return Optimization

## Warranty Claims With Parts To Return

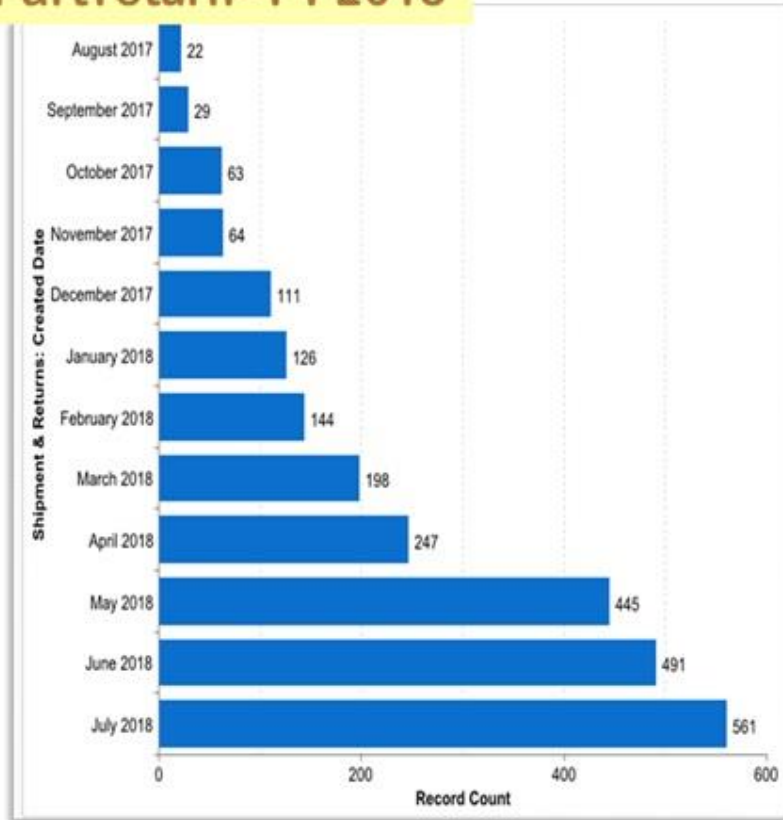
### Parts Return is Pre-Configured in the system



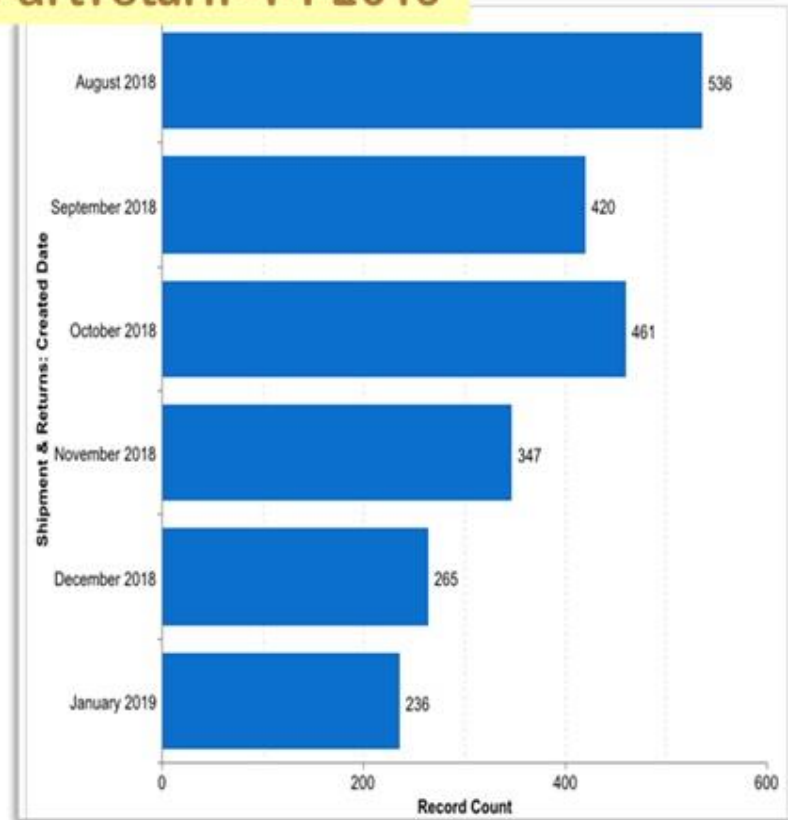


# Benefits Achieved - PRC

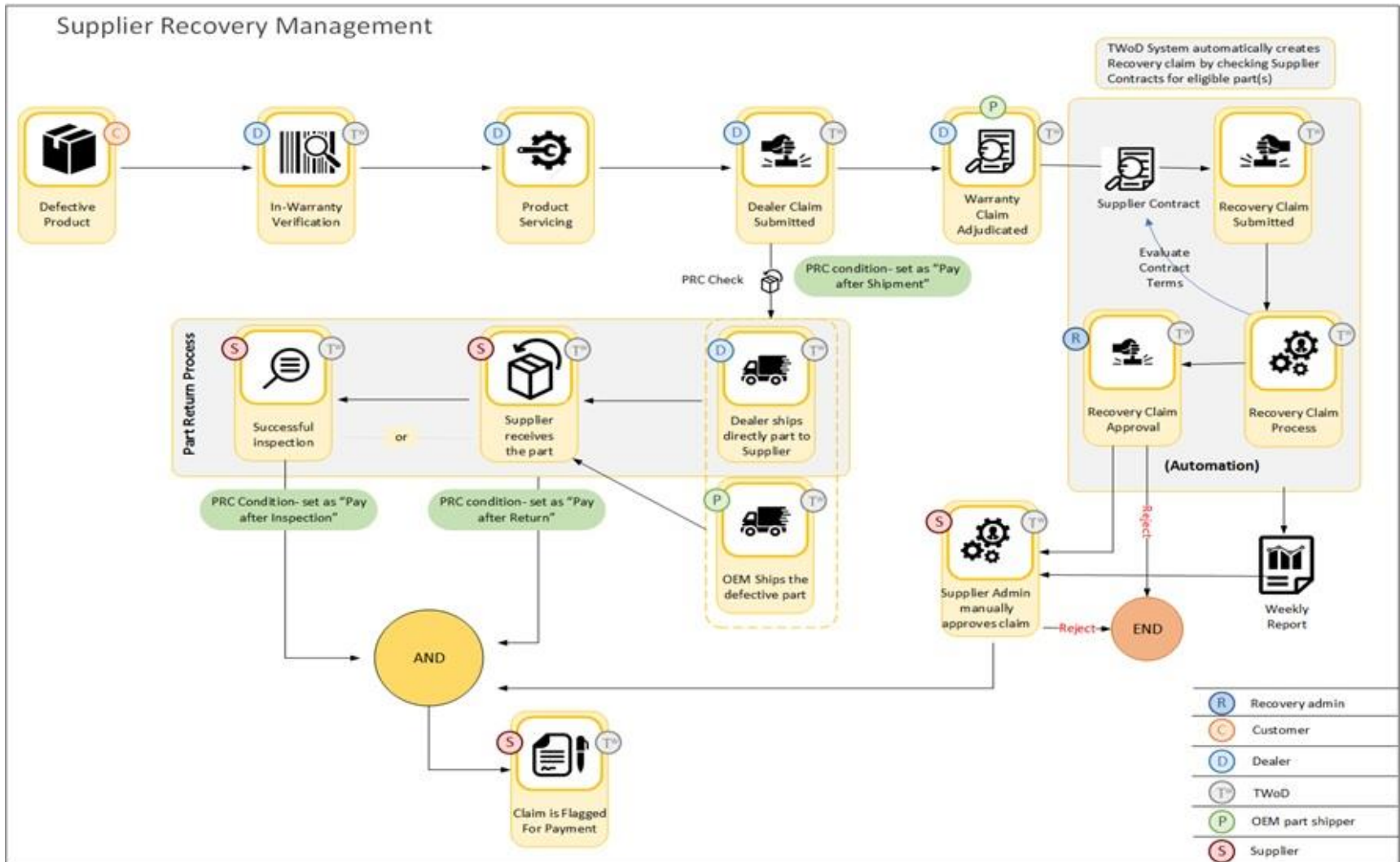
## Part return - FY 2018



## Part return - FY 2019



# Vendor/Supplier Recovery Optimization





# Key Areas Addressed

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- Enable self service capabilities
  - Logical binding of job codes and parts with model
  - Instant shipping label generation via integration with shipping carrier.
  - Online labor rate approvals
- Auto creation and auto processing of recovery claims
  - Automated workflows and business rules
  - Reduce resource utilization
- Communication
  - Elimination of manual massaging of the data
  - System generated emails to communicate outside the system for vendor/supplier recovery
  - Automated/Scheduled reports



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# THANK YOU

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