



TAVANT SERVICE LIFECYCLE MANAGEMENT SOLUTION

Drive Connected Aftermarket Experiences

END-TO-END SERVICE LIFECYCLE MANAGEMENT



SLM MODULES

CUSTOMER SERVICE

Improve CX and PX, gain analytical insights into products for faster issue resolution, seamless integration into warranty management, business rules automation, and accurate coverage details

- Customer 360
- Omnichannel
- Case Management
- Knowledge Management
- Entitlements & Milestones
- Contextual Search

SERVICE PARTS MANAGEMENT

Be ahead of the curve with our forecasting & optimization models that makes service parts management easier and aligned with your goal of right part at the right place at the right time, keeping costs at the minimum

- Parts Catalog
- Demand Forecasting & Price Optimization
- Integrated Parts Ordering & Tracking
- Parts Claim Management
- Parts Inventory Management
- Warehouse Management
- Parts Procurement
- Parts Logistics

FIELD SERVICE MANAGEMENT

Empower service teams with insightful data for an analytics-driven field service experience to maximize asset uptime, customer satisfaction, and your revenue, while optimizing costs

- Customer Service
- Service Planning & Execution
- Remote Assistance
- Field Service & Mobility
- Knowledge Management
- Service & Warranty

SERVICE CONTRACTS & EXTENDED WARRANTY

Drive revenue and customer loyalty while enabling sales teams to estimate configurable service contracts for product owners

- Configure, Price & Quote
- Digital Service Bulletin
- Extended Warranty
- Subscription, Renewal & Cancellation
- Preventive Maintenance Claims
- Service Contract Analytics
- Notifications & Reminders

WARRANTY MANAGEMENT

Automate, optimize and grow with our smart warranty solutions that focus on warranty spend reduction, revenue generation, compliance and quality analysis

- Warranty Administration
- Business Rule Automation
- Warranty Codes
- Product Registration
- Claims Management
- Parts Return Management
- Dealer Portal
- Reporting and Analytics

SERVICE QUALITY MANAGEMENT

Prevent quality issues by proactively detecting field failures with AI/ML enabled system, detect quality issues faster with shorter lead-time for service campaign roll-outs

- Product Quality Reports
- Root Cause Analysis
- Problem/Failure Cluster
- Corrective Action
- Preventive Action
- Service Campaign
- Budget Approval
- Reporting and Analytics

RECALLS

Enable administrators to easily create and publish recalls with built-in automated notification reminders to increase recall completion rates

- Administration
- Recall Categories
- Recall Claims
- Compliance Tracking
- Pause, Cancel Recalls
- Notification & Reminders

SUPPLIER RECOVERY

Automate recovery from your suppliers using preconfigured supplier contracts and ease the tracking of warranty cost versus recovery using standard KPIs

- Supplier Contracts
- Supplier-OEM Part Mapping
- Recovery Claims
- Supplier Portal
- Bulk Processing
- Reporting

AUDIT MANAGEMENT

Perform audit planning & execution, supported by AI/ML-based dealer and claim scoring; easy reference to past audits with actionable audit findings

- Audit Planning
- Dealer and Claim Selection
- Audit History
- Audit Execution
- Audit Categories
- Reporting

SERVICE INTELLIGENCE

Drive actionable insights from warranty, claims, quality, IoT, engineering, and many other data sources

- Suspect Claim Analytics
- QA Code Prediction
- Warranty Analytics
- Warranty Reserve Analytics
- IoT Analytics
- Quality & Reliability
- Service Parts Management
- Service Contract Analytics

ABOUT TAVANT

Headquartered in Santa Clara, California, Tavant is a digital products and solutions company that provides impactful results to its customers across North America, Europe, and Asia-Pacific. Founded in 2000, the company employs over 3000 people and is a recognized top employer. Tavant is creating an AI-powered intelligent enterprise by reimagining customer experiences, driving operational efficiencies, and improving collaboration. Find Tavant on LinkedIn and Twitter.



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+1-866-9-TAVANT | hello@tavant.com | [tavant.com/slm](https://www.tavant.com/slm)