



TMAP

TAVANT MANUFACTURING ANALYTICS PLATFORM

WHAT WE DO

PRECISION AND CLARITY FOR UNRIVALED AFTER-SALES EXCELLENCE.

At Tavant, we are committed to redefining after-sales processes through our state-of-the-art TMAP platform. By leveraging AI and analytics, we enable service teams to achieve unparalleled efficiency, reduce costs, and enhance customer satisfaction.

WARRANTY.AI



Streamlined Warranty Management

Reduce warranty costs and streamline claims with AI that automates approvals, detects fraud, optimizes costs, and offers comprehensive analytics.

CONNECT.AI



Proactive Asset Management

Prevent downtime by using IoT data and AI to predict failures, identify key parts, send alerts, and detect anomalies, ensuring optimal asset use.

FIELD.AI



Enhanced Service Delivery

Boost service quality and satisfaction with GenAI for smart search, accurate demand forecasts, and real-time insights, improving field support and first-time fix rates.

PRICE.AI



Competitive Pricing Strategies

Stay competitive with AI-driven pricing strategies that optimize part prices, assess warranty contracts, and track industry changes in real-time.

QUALITY.AI



Quality Assurance and Improvement

Identify quality issues early by analyzing claims and repairs with AI, allowing your team to prioritize impactful corrective actions.

CONTRACT.AI



Optimized Contract Management

Maximize contract performance with AI-driven strategies for tailored offerings, dynamic pricing, and risk mitigation, scaling with your business.

KNOWLEDGE.AI



Empowered Workforce

Enhance efficiency and user experience with GenAI for smart search, personalized Q&A, and automated knowledge content, making information easily accessible.

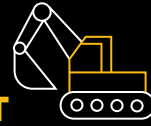
SUCCESS STORIES

COMMERCIAL BUS & TRUCK



Helped a major automotive manufacturer by implementing AI-driven service recommendations, GenAI-enhanced customer support, and peer-averaging clusters to optimize labor and part costs

HEAVY EQUIPMENT



Supported a major agricultural machine manufacturer by delivering real-time actionable insights on equipment health through Connect.AI, computing failure metrics with Quality.AI, and improving warranty data accuracy using Warranty.AI models.

INDUSTRIAL EQUIPMENT



Empowered a US-based tool manufacturer by enabling fast knowledge access for service technicians with GenAI Triage and automating warranty metrics to streamline the claim adjudication process.

AGRICULTURE



Transformed an agricultural equipment manufacturer's legacy warranty reserve process through automation, incorporating what-if analysis and sales forecasting, while also automating claim entries with GenAI to enhance accuracy and identify labor and part cost anomalies.

HVAC



Helped a major commercial HVAC manufacturer reduce warranty expenditure by up to 5% and achieve over 80% claim automation with TMAP Warranty.AI, while identifying and addressing suspicious claims.

FUNCTIONS WE SERVE

- ▶ Claim, Contracts, and Reserves
- ▶ Parts Management
- ▶ Customer and Partner Channels
- ▶ Field Service & Technical Support
- ▶ Product and Service Quality
- ▶ Parts and Contract Pricing
- ▶ Competitive Intelligence
- ▶ Marketing and Sales
- ▶ Suppliers, Logistics, and Distribution Centers

KEY SOLUTION AREAS AND DIFFERENTIATORS

Pre-built data models tailored for after-sales excellence.

AI models trained for industry-specific use cases

Advanced data extraction and quality acceleration tools.

Expert guidance from after-sales domain specialists.

End-to-end solutions (consulting, products, services, and support) from a single trusted partner.

AI models seamlessly integrated into your cloud environment.

70% ready-to-deploy, **100%** customizable solutions

GenAI-driven service knowledge management and field & service triage.

ABOUT US



IDC LEADER:
IDC MARKETSCAPE
FOR WARRANTY SERVICE
MANAGEMENT
APPLICATIONS 2024



MAJOR PLAYER:
IDC MARKETSCAPE
FOR SERVICE LIFECYCLE
MANAGEMENT
2023-2024



MAJOR PLAYER:
IDC MARKETSCAPE
FOR WARRANTY SERVICE
PARTS PLANNING
APPLICATIONS
2023-2024



**TMAP WINS
STEVIE AWARD IN
BIG DATA SOLUTION
CATEGORY**



**GREAT PLACE
TO WORK**



**LEARNING
AND DEVELOPMENT**

**24
YEARS**

*Aftermarket
software expertise*

200,000+ users
150+ countries



3,000+
Global head count

ARTIFICIAL INTELLIGENCE AND MACHINE LEARNING

Approach to build products

Headquartered in Santa Clara, California, Tavant is a global leader in advanced Service Lifecycle Management (SLM). Since 2000, we've been delivering AI-powered solutions that optimize service delivery across manufacturing industries, enhancing customer satisfaction and operational efficiency.

PATH AHEAD

TRANSFORM AFTERMARKET OPERATIONS WITH YOUR DATA IN WEEKS

Enable Service Decision Intelligence with TMAP



Santa Clara | Dallas | New Jersey | London | Bangalore | Hyderabad | Noida | Sydney | Tokyo | Colombia | Kolkata

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