

# TMAP Warranty.AI

Transforming Warranty Data into Actionable Insights and Automated Processes

## Overview

TMAP Warranty.AI empowers businesses to reduce warranty-related costs and streamline claims processing with advanced AI models that automate claim approvals, detect suspicious activities, optimize labor and part costs, and provide comprehensive analytics for warranty operations.



### Reduce Warranty Spend

through automation and reduce costs by **5%**.



### Data Model

Out of the box data model and platform for Warranty data, Finance, Engineering, Operations, and Aftermarket.



### Process Improvement

at dealer-level claim validation speed, reducing data issues by up to **30%**.



### GenAI Enabled

Powered by Knowledge.AI automated claim entries and summarized writeup.

## Features



### Claims Automation

Implement AI models to automate claim validation and processing, reducing errors and ensuring accurate warranty coverage verification.



### Suspect Claim Analytics

Leverage machine learning algorithms to flag suspicious claims, reducing warranty spend and improving accuracy.



### Code Prediction

Use AI to predict Symptom, Remedy and QA codes from technician comments, ensuring faster resolution, better data quality and accuracy in issue identification.



### Warranty Analytics

Access a variety of standard KPIs and dashboards based on industry best practices.



### Warranty Clustering

Automatically group similar claims based on parameters, aiding in labor/part cost peer averaging.



### Image Anomaly Detection

Utilize neural networks to label and analyze images, PDFs, and videos attached to claims.



### Automated Summary

Powered by GenAI and Knowledge.AI, automatically summarize the claim and asset.



### Auto-suggest SRT

Standardize service repair time (SRT) for dealers based on VMRS codes and existing data.



### **IoT Integration**

Integrate telematics fault code and GPS data into audit and warranty processing.



### **Conversational Search**

GenAI-enabled smart search for coverage enquiries and customer support.



### **Dealer Audit and Certification**

Data from Sales, Warranty, Dealer Management System, Parts Ordered, Cases, Complaints, and Surveys processed to develop performance metrics and scores for dealers.



### **Warranty Reserves**

Optimize warranty reserves to accurately reflect anticipated claims and reduce financial risk.

## **Why Choose TAVANT TMAP Warranty.AI?**



### **Industry Expertise**

Leading Digital Transformation in aftermarket operations for over 24 years, Tavant enables organizations to enhance service operations and customer value with predictive analytics and warranty data.



### **Advanced AI Models**

Harness the power of AI to automate claims, detect anomalies, and predict future failures.



### **Comprehensive Analytics**

Benefit from an array of KPIs and industry-standard dashboards for in-depth analysis to gain a detailed understanding of warranty metrics, dealer performance, and claim trends.



### **Scalable Solution**

Designed to scale with your business, adapting to growing data volumes and complexity.



### **Seamless Integration**

Integrates with major enterprise systems such as SAP, Oracle, Salesforce, and custom IT environments.



### **Proactive Management**

Provides early warnings and predictive insights to stay ahead of potential issues.



## **Deploy Today, See Impact in 12 Weeks!**



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