



OptimumWarranty

Facilitating small and mid-sized Passenger Vehicle, RV, Bus and PowerSports companies improve Customer Satisfaction & improve Productivity through an online and integrated warranty solution

INTRODUCTION

In today's competitive environment, automotive companies need to closely track and monitor their warranty processes, reduce warranty costs, improve cost recovery and maintain high dealer & customer satisfaction. Companies also need to streamline their processes, improve productivity and increase collaboration. They need to analyze their claims database to understand quality issues and engineering problems.

In order to achieve the above, companies require an effective warranty system that provides the following benefits:

- Enhance dealer and customer satisfaction
- Improve efficiency of claims processing across the warranty chain from dealers to suppliers
- Increase visibility and transparency of information to all stakeholders
- Provide detailed analysis to identify cost saving opportunities
- Analyze product failures to help make proactive quality improvements

FEATURES

OptimumWarranty helps users perform the following functions:

- **Claims Entry** for Dealers (and OEMs) to enter their Claims directly into the online system
- **Claim Processing** for Claim Administrators to review claims, collaborate with dealers and finally adjudicate claims
- **Pre-Authorization** from OEM can be obtained for non-standard Operations. Pre-Auth can then be converted into Claims
- Failure **Parts Returns** can be managed and tracked through the system
- System tracks **Parts Replacement** for parts that need to be shipped to dealers for the purpose of the specific warranty claim

- OEMs can track failure parts to suppliers to improve their overall **Supplier Cost Recovery**



- Users can keep track of other **Service Issue** reported by end-users or dealers
- System maintains **Warranty Registration** information as well as a complete **Maintenance History** of each vehicle / VIN
- Seamless integration with **Tread Reporting** system
- OptimumWarranty comes along with a comprehensive set of **Trend Analysis & Drilldown** capabilities along with **Warranty Operational Reports**

ADVANTAGES OF OPTIMUMWARRANTY

We offer the following benefits to our customers:

- Warranty solution fully focused and developed **for the automotive Industry**
- Solution available "on-demand" at an attractive monthly subscription
- Software can be **deployed rapidly** within a few weeks
- We offer **continuous and proactive improvement**