

Connect and Enhance

the end-to-end warranty lifecycle



Transform warranty operations from cost centers to profit powerhouses.

Warranties are vital assurances for your customers, but when warranty management isn't prioritized, your service operation costs will soar. Delayed communications, disparate systems, and manual tracking and reporting cause claims and costly payouts to pile up. Digital management can transform your warranty operations into a profit center, making mishandled claims, steep costs, low supplier recovery, and disgruntled customers a thing of the past.

Syncron Warranty can help you level up your warranty management solution. It will help you achieve exceptional customer experiences, increased registration rates and service contract purchasing, streamlined claims processing, improved supplier recovery, reduced warranty costs, easier reporting, and optimized product quality.



Increase aftermarket revenues

Grow registration and plan attach rates by 50% and expand supplier recovery by 40-60%.



Automate routine tasks

Shorten claims processing times, eliminate duplicate data entry, and ensure accurate validations.



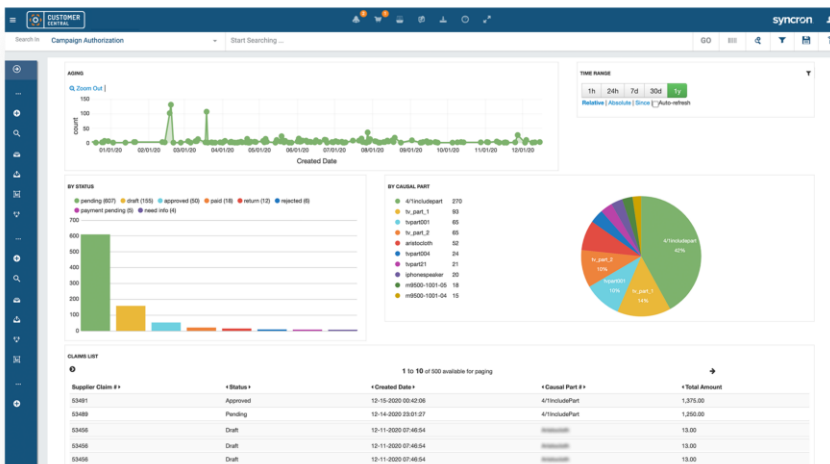
Reduce warranty expenses

Decrease warranty processing costs by 15% and lower detection-to-correction cycle times.



Improve product quality

Strengthen product quality, safety, and supplier performance and enhance the service experience.



15% reduction in warranty costs

30% increase supplier recovery to 30% of total warranty costs

50% increase in service plan sales

40% reduction in detection-to-correction cycle times

80% automated claims processing

Access and share standard reports and analytics drawn from a **centralized warranty data warehouse** with internal stakeholders, dealer channels, and suppliers.

Core capabilities



Connect with your customers

Know who your customers are, forge meaningful relationships, and make it easier for them to register their products and purchase value-added services and programs.

- Elevate your customers' onboarding experiences
- Engage directly with your customers
- Manage and track products, customers, and warranty entitlements
- Generate higher-margin aftermarket revenues



Seamlessly collaborate with your suppliers

Ensure maximum warranty cost recovery and create mutual trust with your supplier partners.

- Increase warranty cost recovery
- Drive improved product quality and supplier performance
- Provide real-time visibility into warranty failures with reporting dashboards



Take the hard work out of claims management

Streamline all claims processing, eliminate the dependence on Excel spreadsheets, and free up your service employees to focus on your customers.

- Elevate productivity and efficiency through automation
- Digitally capture pertinent information
- Improve claims data accuracy and integrity
- Control warranty costs with checks and validations



Gain insights, reduce costs, and improve quality

Analyze collected claims data to correct product quality issues and reduce future warranty expenditures.

- Access and share analytics dashboards and reports across all stakeholders
- Reduce detection-to-correction cycle times
- Catch fraudulent warranty claims and limit financial risks
- Easily reward dealers for add-on service campaigns

Leading manufacturers rely on Synchron Warranty

PACCAR

TAKEUCHI



Trimble



Synchron Warranty is a Leader
in the IDC MarketScape: Worldwide Manufacturing
Warranty and Service Contract Management
Applications 2022 Vendor Assessment.

Start the conversation today!

Whether you're interested in a strategic conversation, value assessment or technical demo, our team can't wait to speak with you! Reach out to us directly at info@synchron.com.

Learn more about Synchron Warranty and how it can work for your business at synchron.com/warranty

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Synchron empowers leading manufacturers and distributors to capitalize on the world's new service economy. With our industry-leading investments in AI and ML, Synchron offers the first, innovative, customer-endorsed, and complete end-to-end intelligent Service Lifecycle Management solution portfolio, encompassing service parts inventory, price, equipment uptime, warranty, and field service management. Delivered on the Synchron Connected Service Experience (CSX) Cloud, our solutions offer competitive differentiation through exceptional aftermarket service experiences, while simultaneously improving aftermarket business profitability. For more information, visit synchron.com.