syncron Warranty

Intelligently Automate and Connect

the end-to-end warranty lifecycle

Eliminate silos and transform warranty operations to profit powerhouses.

Warranties are a vital assurance for your customers. Streamlining processes are key to driving profitability, customer satisfaction and brand loyalty. Transform your warranty operations and make service leakage and disgruntled customers a thing of the past!

Syncron Warranty can seamlessly connect manufacturers with their customers, dealers and suppliers creating a single source of truth. Process claims, track returns and upsell new service plans all on one solution while reducing costs and increasing revenue. Reduce total costs of ownership and quickly realize value by leveraging a solution focused on warranty management and tailored to your business.

Improve Satisfaction Ratings

Proactively communicate and enable easy decision making to improve employee and customer satisfaction scores.

Increase Revenue

Track product registrations and drive extended warranty attach rates by 50%.

Reduce Expenses

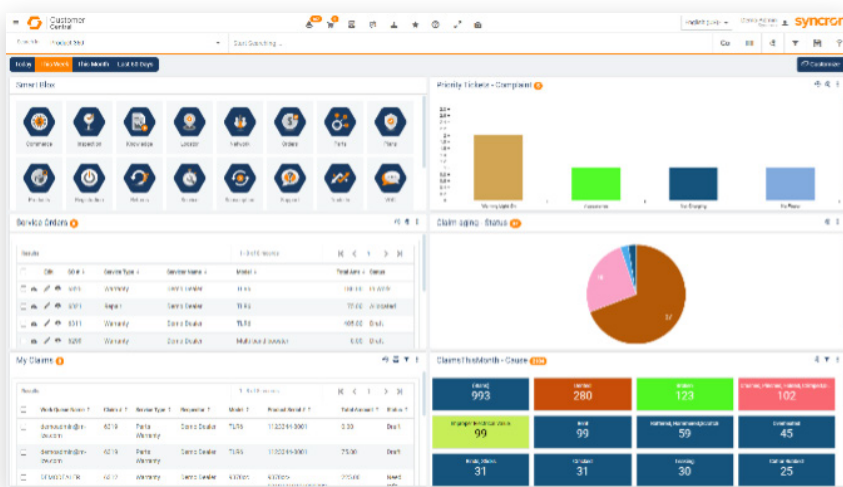Automate and decrease claim processing costs by 15% and expand supplier recovery by 60%.

Drive Quality

Close the loop between operations and engineering to strengthen product quality and brand loyalty.

Circular Economy

Intelligently return components to reduce waste and logistics costs by aligning to circular economy and sustainability initiatives.

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

Reach these goals with Syncron

80%
automated claims processing

50%
increase in attach rates

15%
reduction in processing costs

30%
of warranty cost covered by supplier recovery

40%
reduction in detection-to-correction cycle times

3%
or lower warranty cost of revenue

Core capabilities

End to end connected warranty management

Digitally transform all activities associated with claims processing and free up your team to focus on customers.

- Leverage business logic to automate claims processing and manage by exception
- Drive dynamic returns for failure analysis, refurbishment, and supplier recovery
- Proactively manage your supplier network and build better relationships
- Reduce errors by leveraging an embedded parts catalog and knowledgebase
- Configurable interface to show business users the right information at the right time

Supplier recovery

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

- Integrate and connect with all suppliers in your network to increase warranty cost recovery
- Measure supplier performance and proactively identify quality issues
- Streamline returns directly to suppliers and reduce logistics costs
- Immediately identify components covered under supplier warranties reducing service leakage

Registration and plans

Leverage a full view of your install base and drive an equipment centric, customer focused organization.

- Register products, track expirations and drive campaigns to increase service plan attach rate
- Build extended warranties for ease of use within your dealer network
- Monitor the lifecycle of an asset including all service history and the bill of materials
- Build and manage warranties at the service component level
- Easily reward dealers for add-on service campaigns

Feedback to engineering

Build a closed feedback loop to ensure operations and engineering are aligned and always driving towards a better, safer product.

- Quickly identify quality issues, notify customers, dealers, and suppliers
- Create and manage recall campaigns across the install base
- Provide real-time visibility into warranty failures

Analytics and insights

Drive your business with actionable insights and get ahead of future issues.

- Structure data to provide a single source of truth for all warranty claims
- Executive and management level reports and dashboards to monitor overall performance
- Clean data to prepare for scoring solutions powered by artificial intelligence and machine learning
- Capture fraudulent warranty claims and limit financial risk

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Leading manufacturers rely on Syncron Warranty

LP   **PACCAR**   **TAKEUCHI**   **Trimble**

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WARRANTY
A LEADER
2022

Syncron Warranty named 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 https://www.syncron.com/contact/.

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

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