

**syncron**<sup>™</sup>

**eBook**

## Unlock the Power

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of an Optimized Warranty  
Management Solution




# Gain efficiencies with warranty management


An optimized warranty management approach gives warranty managers back the time they would typically lose using disparate systems to process registrations, claims, returns, supplier recovery, and insights to run necessary reports. Synchron Warranty connects all processes, including registration, claims, returns, supplier recovery, service plans, and all stakeholders, including customers, channel partners (distributors, dealers, service centers) and suppliers, on the same platform.

The Synchron solution also connects seamlessly with your existing CRM and ERP systems. This orchestrated approach streamlines all processes to maximize efficiency and the customer experience.





Recently merged with Synchron, Mize named as a Leader again in Warranty and Service Contract Management Applications.



# Configure your warranty solution to align with your organization's policies



**Orchestrate** - Warranty managers for durable goods manufacturers face the ongoing challenges of customer and channel partner satisfaction, policy compliance, and the rising cost of warranty service delivery. The level of efficiency needed to process warranty questions and claims (as well as the more advanced issues associated with those claims) is difficult to achieve without a powerful, configurable policy engine. This is especially true if you're relying on a legacy system, or no warranty system at all.

## Define and track entitlements

- Manage standard warranty, extended warranty, maintenance plans, and supplier warranty as well as supplier terms and conditions
- Includes as-manufactured and as-maintained bill of materials (BOM) tracking and BOM-specific reserve calculation at serial number attribution
- Automates pre-approval and claims processing based on configurable business rules and business process management workflow
- Supports complex policy definitions and variations across product lines, categories, and geographic regions, as well as component supplier terms and conditions
- Tracks and validates parts, labor, and failure coding by BOM structure
- Keeps a product claims history
- Understands reserve management with a rolling window-based reserve model calculation



# Increase product registrations and enhance the customer experience



**Register** - Increase your product registration rate by simplifying the registration process and adding value to customers. Registrations help you get to know your customers and establish a direct connection. Synchron connects product, customer, and warranty management across the value chain to improve customer experience throughout the service lifecycle.

## Offer an excellent customer and warranty management experience:

- Manage and track products, customers, and warranty entitlements
- Enhance the customer onboarding experience using customizable forms with rich, mixed-media data capture
- Add on-form integration with measurement, telemetry (IoT), diagnostic, and remote video tools
- Inform customers about service campaigns, product knowledge, and upgrades, generating additional revenue and profits from accessories, parts, services, and service plans
- Offer intelligent, validated form-fields to feed claims, quality, engineering and knowledge processes



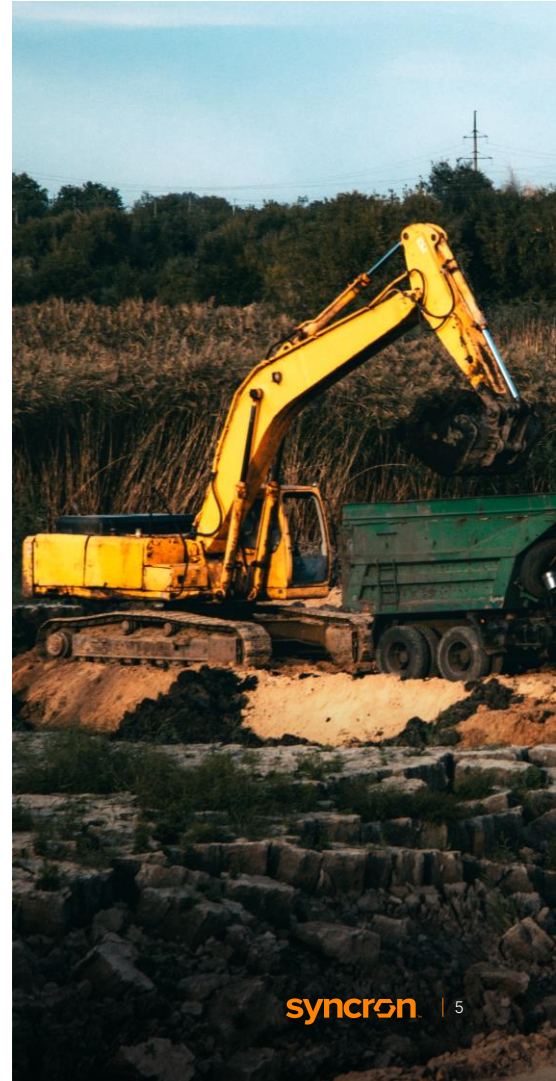
# Save time and money through claims automation



**Claims** - Streamline and automate all types of claims with extensive business rules to validate claim data. Service providers can easily upload, enter, submit, and check the status of claims online. Manage and control claim costs through compliance with warranty policies, entitlements, failure coding, authorized parts, and standard repair times.

## Improve your claims process with Synchron:

- Automate claims adjudication via a configurable, user type, and role-aware workflow engine
- Validate claims using a detailed BOM structure that leverages complex policy terms, conditions, and entitlements
- Standardize failure coding to improve claims accuracy, quality analysis, and engineering feedback
- Improve the accuracy and integrity of claims data
- Determine the responsible supplier, warranty coverage, and reimbursement terms with intelligence built into the application
- Simplify administration tasks with configurable warranty documents, including settlement letters, certificates, and notifications



# Streamline parts returns throughout the value chain



**Returns** - Automate, integrate, and simplify the returns process to streamline return management processes with barcoded RMAs/RGAs, return request policies, and integration with major third-party logistics providers.

## Achieve a more efficient parts return process to:

- Reduce logistics costs and turnaround time for parts returns
- Reduce operational costs by optimizing the parts return process among value-chain participants
- Improve customer satisfaction with simpler and faster return handling
- Increase visibility across the reverse logistics value chain
- Mobilize parts information
- Seamlessly connect to your shipping partners
- Return parts to suppliers directly to reduce shipping costs



# Maximize supplier recovery with real-time information



**Recovery** - Improve collaboration to reduce warranty costs and improve product quality by sharing supplier warranty claims in real-time. The Supplier Connect portal allows OEMs and suppliers to exchange claims, RMAs, and performance metrics.



## Create a more efficient and cost-effective supplier recovery process:

- Automatically generate a supplier claim from a warranty claim
- Automatically generate Return material authorization (RMA) to return parts to suppliers
- Provide access to a supplier portal to allow suppliers to view, export, and process their claims
- Exchange claims data with suppliers using standard formats such as CSV, XML, and EDI
- Give all stakeholders access to view reporting and analytics

# Improve product and service quality with actionable insights and reporting



**Insights** – Make more effective marketing, product development, and service decisions to drive revenue growth and increase customer satisfaction with integrated reporting.

## Empower your users with advanced reporting, analysis, modeling, planning, and collaboration capabilities to:

- Reduce the amount of time involved in manually compiling the accrual reports
- Meet warranty financial reporting requirements
- Reconcile changes in aggregate product warranty liability for the reporting period
- Track warranty payments - outstanding liabilities
- Access warranty data warehouse and data marts to simplify multidimensional analysis and support product shipments, registrations, and claims
- Report on warranty cost components, including parts, labor, travel, and more
- Aggregate warranty claims costs into similar product families, policies, and coverages





# Align stakeholders through the connected customer experience



**Connect & Engage** - Enable manufacturers, channel partners, and suppliers to optimize warranty management interactions with the Synchron connected service experience, delivering the information your customers when they need it.

## With Synchron, you will create a better customer experience:

- Leverage cloud, mobile, and IoT technologies to digitize and mobilize customer engagement
- Integrate with leading CRMs, like Salesforce, to connect technicians with enhanced, global knowledge
- Unify service interactions to deliver a better customer experience throughout the product lifecycle
- Exceed customer service expectations to increase customer satisfaction, customer retention, and advocacy



# Discover Synchron Warranty Today



For more information, visit [www.synchron.com](http://www.synchron.com).

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.

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