



LP Building Solutions Streamlines and Optimizes Warranty Management Operations With Synchron

Supported by Synchron Warranty



Solution

LP Building Solutions, a leading American manufacturer of high-performance building products, has implemented Synchron Warranty to streamline claims processing, maximize operational efficiency and enhance the customer experience. Aligning with LP's mission to provide its clients with innovative, sustainable and high-quality products, Synchron Warranty seamlessly connects LP with its customers, dealers and suppliers to transform its warranty operations into a cohesive, efficient experience that drives brand loyalty.

synchronWarranty

Headquarters

Tennessee, United States

Division

LP Building Solutions

Industry

Manufacturing

Warranty Management Challenges

- Lack of efficiency causing workflow disruptions
- Minimal reporting capabilities
- No centralized view of warranty claims management
- Insufficient functionality
- Increased warranty costs

Results with Synchron Warranty

- Streamlined claims processing that reduces costs and drives brand loyalty
- Immediate access to actionable analytics, insights and relevant data
- End-to-end, connected claims management
- An intuitive, purpose-built platform connecting all warranty processes
- Reduced warranty costs by 15% in the first year of implementation



LP Warranty Management Challenges

Warranties are vital assurances for any company. For LP, a leading building solutions manufacturer dedicated to providing its customers with lasting value, following through on this commitment is fundamental. Without an internal system to expedite the warranty process and increase customer satisfaction, LP recognized it lacked the efficiency necessary to provide the quality of service it aims to deliver.

Understanding the importance of warranty management and its role in winning new business and maintaining strong relationships with existing customers, LP started exploring potential solutions for expediting claims processing, reducing warranty-related expenses and strengthening brand loyalty.

LP needed a warranty management system to automate claims processing with accuracy, track returns and upsell new service plans, all while reducing costs and increasing revenue. It required an end-to-end, intelligent solution to transform inefficient workflows into connected warranty operations.

**“ Everything we need is embedded in Synchron,
and we can push everything out through Synchron.”**

Cassandra Love

Warranty Claims Administrator Supervisor, LP Building Solutions



Revolutionizing Warranty Operations with Synchron

LP selected Synchron Warranty as its automated warranty operations platform for its streamlined workflow and ability to maximize efficiencies throughout the warranty claims lifecycle. LP understood that to stay competitive and continue delivering state-of-the-art solutions to building professionals, it needed a comprehensive platform and a responsive, solutions-focused support team familiar with the business and its needs.

With Synchron Warranty, LP can efficiently register warranty claims in under five minutes. The intuitive, centralized platform automates claims processing for a timely resolution, freeing up internal teams and resources to focus on what matters most—the customer.

Synchron Warranty captures usable data for actionable insights, analytics reports and dashboards, allowing warranty claims managers to monitor overall performance and plan proactively. It offers increased visibility throughout the claim lifecycle, making it easy to see what happened in each scenario from start to finish. With all relevant information housed in one centralized place, Synchron Warranty maximizes efficiency while reducing claims processing costs and increasing customer satisfaction.

“ The support, and having a group of people who understand LP’s needs and the system itself—that we can go to with a hiccup or a problem that they could find a solution relatively quick—is extremely important in helping us maintain our efficiencies.”

Roy Arney

Warranty Claims Manager, LP Building Solutions



LP and Synchron: Building a Better World

A leader in worldwide manufacturing warranty and service contract management applications, Synchron Warranty has transformed LP's warranty operations with an intelligent, streamlined claims processing platform. Synchron empowers LP to deliver on its promise of delivering high-quality products and insisting on excellence. As LP moves forward in its journey with Synchron, the company will continue experiencing the far-reaching advantages of a connected, comprehensive warranty management system.

Synchron Warranty is an essential component of the Synchron Connected Service Experience (CSX) Cloud, an AI- and ML-driven platform that helps manufacturers and service organizations transform their approach to service lifecycle management (SLM) from beginning to end.

About Synchron

Synchron accelerates leading manufacturers and distributors to capitalize on the world's new service economy. We optimize aftermarket business profitability and working capital, increase customer loyalty, and enable our customers to transition successfully to future service-driven business models. Synchron connects and synchronizes every aspect of aftermarket service with more than \$3 billion in annual value creation across OEMs and distributors in automotive, construction, mining, agriculture and industrial equipment, medical devices, consumer durables, high-tech, aerospace, and other industries. Our Connected Service Experience (CSX) cloud platform offers leading aftermarket sales and service solutions to effectively plan, price, and service your customers. CSX Cloud offers our customers competitive differentiation through exceptional aftermarket service experiences while driving significant revenue and profit improvements into a manufacturer or distributor's business. The world's top brands trust Synchron, making it the largest privately-owned global leader in intelligent service lifecycle management SaaS solutions. For more information, visit synchron.com.