



# Automate and streamline workflows with Synchron Warranty Management

By simplifying, digitizing and automating processes, Synchron's Warranty Management solution empowers businesses to improve cash flow while maintaining valuable supplier and customer relationships. So your business can become faster, more connected and integrated across the entire warranty process.



## Drive superior productivity while accelerating time to value for more rapid performance



### Customer

- Pre-delivery inspections and product registrations.
- Engaging, relevant service plans.
- Self-service capabilities.
- Complete support and service.



### Channel

- Reliable registration.
- Simple claims processes and submission.
- Rapid claim adjudication.
- Secure payment functionality.



### Brand

- Control policies and terms.
- Orchestrate campaigns.
- Define and manage business rules.
- In-depth reporting and analysis.



### Supplier

- Simple, fast parts return.
- Accurate shipment tracking.
- Parts inspections.
- Supplier agreements, claims and cost recovery.



## Our core capabilities

Synchron Service Delivery enables you to:



Gain visibility with real-time views of coverage, claims, processing, workflows, and potential issues.



Make intelligent business decisions based on data to deliver enhanced customer experiences.



Enhance supplier recovery with simplified, accurate tracking.



Drive productivity with automated warranty registration, processing, and granular tracking.



Increase supplier recovery with insightful, actionable data.

## Driving value at every level of your business

- Engage**  
Pre-delivery inspection.  
Product registrations.  
Service plans.
- Connect**  
Self-service.  
Product registrations.  
Support & service.
- Orchestrate**  
Policies & terms.  
Campaigns.  
Business rules.
- Insights**  
Reporting & analysis.  
Corrective action.  
Quality improvement.



- Register**  
Pre-delivery inspection.  
Product registrations.  
Service plans.
- Claims**  
Claims submission.  
Claim adjudication.  
Payment.
- Returns**  
Parts return.  
Shipment tracking.  
Parts inspection.
- Recovery**  
Supplier agreements.  
Supplier claims.  
Supplier costs.

**Achieve 80%+ automated claims processing efficiency**

**Reduce warranty costs by 15%+**

**Increase supplier recovery of total warranty cost to 40-60%**

**Improve customer satisfaction with simpler return handling**



### Takeuchi used Synchron Warranty Management to streamline workflows and unify warranty and parts operations

We worked with Takeuchi to:

- **Save huge amounts of time** in creating and modifying the business' parts catalog.
- **Significantly reduce costs** with intelligent system consolidation.
- **Simplify parts ordering** processes and workflows for dealers.
- **Gain complete visibility** into all information associated with a product in a single pane of glass view.
- **Considerably reduce** total warranty costs.



**Contact us today to find out exactly how we can streamline and automate warranty management processes for your business.**

Contact us at [synchron.com/contact](https://synchron.com/contact) to find out exactly how we can help you transform the way you plan, price, and service.

