



CASE STUDY

Warranty Management

Global Warranty Management solution reduces costs by almost 30%

The Idea: Executive Summary

The Company felt the need to integrate their disparate warranty data and systems into a single global system with common business rules, in order to achieve substantial cost savings on the total warranty costs. Wipro, with their industry experience, helped to integrate data related to 8 million vehicles annually, 22,000 service agents globally, 250,000 claims daily across 32 countries and more than 200 manufacturing units impacting more than 14,000 end users, achieving Warranty Management cost reductions by a whopping 30%.

CLIENT

One of the World's largest automakers.

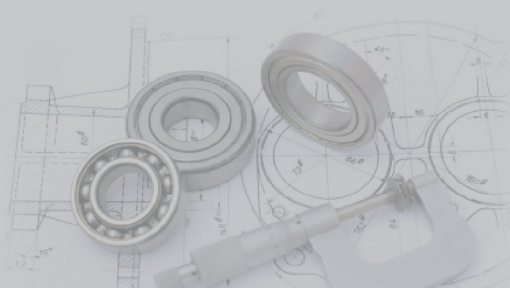
BUSINESS CHALLENGES : BEFORE

The Customer was operating with heterogeneous regional Warranty Management applications and processes across 45 countries, primarily with the help of 13 regional systems and several custom built systems. This obviously resulted in islands of information, not getting properly integrated at the Organization level. There were problems with disparate dealer claim submission processes across

the regions. The existing systems not only lacked the capabilities of a comprehensive Warranty Analytics solution but also did not provide for common reporting or metrics (with enhanced warranty analytics). There were multiple challenges that were systematically taken on by the Team during the project execution.

WIPRO SOLUTION: HOW WIPRO HELPED

Wipro's created a unique and global solution to support the Global Warranty Management solution. The solution



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1. Authored a solution to integrate disparate DMS systems across the globe and various legacies, ERP systems across regions with the Global Warranty engine.
 2. Addressed huge volumes of warranty data of approximately 250,000 claims/day.
 3. Enabled Integration of data from 32 countries and 200 manufacturing units globally.
 4. Ensured scalability of the solution and adaptability to regional markets.
 5. Integrated the new warranty engine with Warranty Analytics System, Engineering Systems and various reporting databases.
 6. Addressed the reporting gaps by weaving the capability of advanced warranty analytics
 7. Ensured standardization of data and processes across the entire Organization.
 8. Common Warranty Claims Processing Engine with uniform rules
 9. Uniform Warranty Management Business Process across the globe
 10. Global common "Labor Operations"
 11. Enhanced Parts Returns Process with better traceability and reduced lead time
 12. Arresting frauds and easy detection
 13. Better Peer Cost & Trend Comparison
 14. Enhanced Warranty Analytics with platform for Early Warning System
 15. Support for rapid and continuous product improvement
 16. Improved access to warranty information enhancing dealer & customer satisfaction
 17. Better Communication with OEM quality and reliability engineers facilitating quick action and turnaround
 18. Enhanced warranty claims payment process
 19. Solution Scalable and adaptable to regional markets
 20. Effective collaboration between OEM and Dealer Warranty Administrators using a single source of accurate information
 21. Facilitated Information sharing across the supply chain
- BUSINESS RESULTS: AFTER**
- A single standardized Warranty Management platform across the Organization which enabled reduced costs and increased customer and partner satisfaction due to the ability to take proactive decisions by easy and transparent access to claims. The Global Warranty Management solution helped achieve significant objectives such as:
1. Net saving with a 20-30% reduction in warranty management cost

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