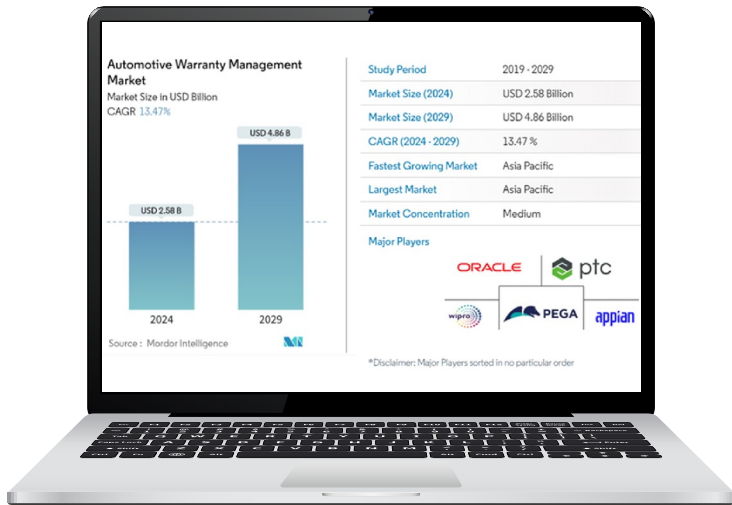


Increase Claims **STP** in existing **Warranty** **Claims** landscape



Automotive and industrial firms typically experience warranty claims expenses of 1.5-2.5% of annual revenue, leading to revenue losses and customer dissatisfaction. Normal warranty claim settlement takes two to three weeks but can be prolonged due to various factors. Claims validation, compliance, and processing are crucial, often requiring Subject Matter Experts (SMEs).



The Automotive Warranty Management Market size is expected to reach **USD 2.93 billion** in **2025** and grow at a **CAGR of 13.47%** to reach **USD 5.51 billion** by **2030**.

Automated claims verification and validation can help identify non-compliant, fraudulent, and overcharging claims, reducing costs and improving customer satisfaction. Efficient warranty claims processing enhances post-purchase experience and builds customer trust and loyalty.

Source: <https://www.mordorintelligence.com/industry-reports/automotive-warranty-management-market/market-size>

Challenges

Handling of Warranty claims is a complex, tedious process both for dealers and OEMs. OEMs would expect all data to be entered accurately by the dealer in first submission itself and dealer would expect the system to pro-actively prompt them at submission rather than follow on back and forth with OEM's claims departments for the payout – which is time consuming and frustrating for both parties.



Long Validation Process

- Lack of proactive claim validation
- Lack of transparency
- Many procedures are still done manually



Dynamic and Complex Validation Rules

- Validation criteria can change frequently
- Limited agility requiring IT for business rule changes
- Complex rule combinations
- Various types of claims, necessitate distinct validation processes



Unable to Capitalize on the Historic Information

- Inability to track repeat patterns, history of claims
- Unable to scale validation across regions, LOBs, dealers, vehicle models, and claim types.
- Plenty of data, few actionable insights

CVR Search

The screenshot shows a search interface for CVR (Claim Verification Rule) records. It includes a search bar, filter options for 'Fields / Operations / Value', and a table of search results.

CVR Case ID	Exception Code	Created on	Exception Code	Effective Start Date	Effective End Date	
1	CVR-2002	E-1002	March 4, 2023 1:07:45 AM EST	EX2955	Jan 1, 2015	Jan 31, 2025
2	CVR-2002	E-1002	March 4, 2023 1:07:45 AM EST	EX2955	Jan 1, 2015	Jan 31, 2025
3	CVR-2003	E-1002	March 4, 2023 1:07:55 AM EST	EX2955	Jan 1, 2015	Jan 31, 2025
4	CVR-2003	E-2007	March 13, 2023 10:56:48 AM EST	EX2951	Mar 13, 2023	Mar 21, 2025
5	CVR-2003	E-1002	March 5, 2023 2:52:09 AM EST	EX2955	Jan 1, 2015	Jan 31, 2025
6	CVR-2001	E-2001	Mar 16, 2023 2:42:29 AM EST	EX2951	Mar 13, 2023	Mar 21, 2025
7	CVR-2004	E-1002	March 5, 2023 2:52:09 AM EST	EX2955	Jan 1, 2015	Jan 31, 2025
8	CVR-2002	E-1002	March 4, 2023 1:07:45 AM EST	EX2955	Jan 1, 2015	Jan 31, 2025
9	CVR-2004	E-1002	March 5, 2023 2:52:09 AM EST	EX2955	Jan 1, 2015	Jan 31, 2025
10	CVR-2001	E-2001	Mar 16, 2023 2:42:29 AM EST	EX2951	Mar 13, 2023	Mar 21, 2025

CVR Copy / Export Functionality

The screenshot shows the 'Criteria Body' section of a CVR record. It contains a table with columns for 'Condition Field', 'Include or Exclude', 'Wild Card', 'Operation', and 'Value'. Buttons for 'Copy' and 'Export' are visible at the top.

Condition Field	Include or Exclude	Wild Card	Operation	Value	
1	Appeal Code	INCLUDE: OI	✓	IS EQUAL	AS
2	Jobs	INCLUDE: OI	✗	IS EQUAL	
3	Labour	INCLUDE: OI	✗	IS EQUAL	

Claim Pre-validation against CVRs

The screenshot shows the 'Pre Validation' step in a claim process. A 'Pre Validation Reasons' section is highlighted, showing a list of reasons for exception, such as 'Labour Hour Exceed'.

Pre Validation Reasons

- 1 results
- CVR ID: CVR-2003
- Reason for Exception: Labour Hour Exceed

Dashboard

The screenshot shows a dashboard with several widgets: 'My Work' (table of tasks), 'Recent reports' (list of reports), 'Average Time Spent in Each Status by Work Type' (bar chart), 'Number of Processes Created Weekly by Work Type' (line chart), and 'Average Processing Time by Task' (line chart).

Key Benefits

Improved dealer satisfaction



API driven, non-intrusive solution



Automated claims decisioning



Simplified claims validation



100% Configurable by business



Realtime response to claim validation



Improved customer satisfaction



Intuitive and guided workflow-based solution



Enabling ~40-45% Claims Straight Through Processing



Ambitions Realized.

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