



## *Case Study*

### **Providing Centralized Management and Processing of Warranties and Claims**

#### **Challenge**

Warranty Servicing Company was looking for a solution that would allow them to share common data between retailers, underwriters, technicians and customers in order to more seamlessly create, manage and process warranties.

#### **Solution**

Warranty Authority™ was selected for its ability to manage every aspect of the generation and processing of warranties, leveraging the following key features in order to support hundreds of retailers, and thousands of customers and warranties:

- Customizable Warranty Plans, with inclusions and exclusions
- Dealer Portals
- Technician Portals
- Underwriter Portal
- User Driven System Administration
- Product and Warranty Registration
- Warranty Registration
- Create warranty contracts and generate automatic warranty documentation for customers
- Claims Handling
- Warranty claims submission with supporting digitally stored documentation
- Assign and track work for service centers
- Track claims by customer, manage duplicate claims and track abuse
- Increase first call resolution and reduce warranty claims
- Match service requests to dealers and customers
- Provide an integrated knowledge base to warranty distributors and technicians
- Billing interfaces to Accounts Receivables
- View and service orders on a real-time basis
- Track customer history, product warranties and information of specific warranted products

#### **About Authority Software**

Authority Software is a leading software development firm specializing Customer Relationship Management, Process and Workflow Optimization, Business Intelligence and Analytics applications. Solutions are tailored to meet unique client needs and designed to maximize the value of every customer interaction.