



Warranty Smart Blox (m-Warranty)

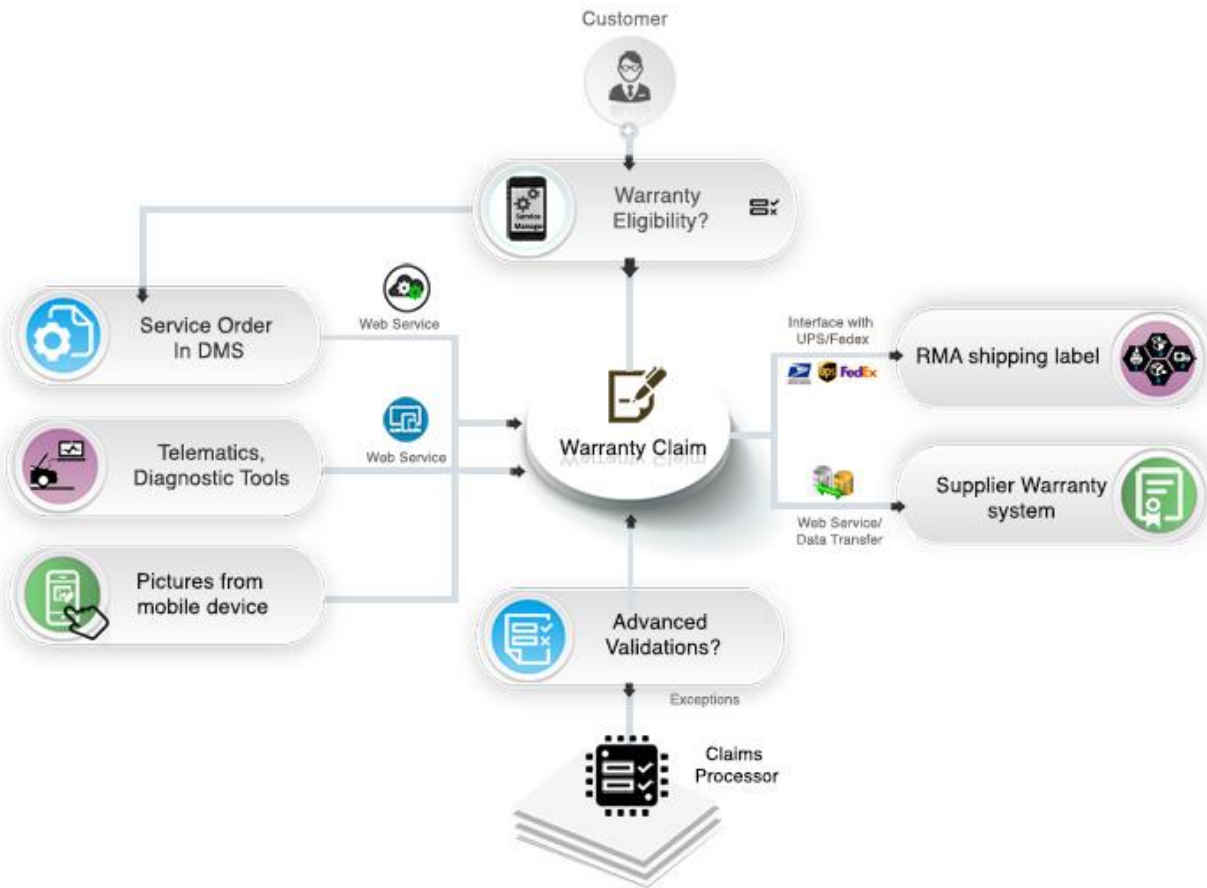


Simple, Streamlined, Smarter

SMART BLOX



m-ize Warranty Smart Blox (**m-Warranty**) streamlines warranty management to reduce warranty costs and increase service revenues. Using m-Warranty, all stakeholders including manufacturers, suppliers, service providers, and end-user customers can collaborate to reduce warranty expenditures, improve product quality, and enhance customer experience.



m-Warranty improves quality and integrity of warranty data by validating all aspects of claims with extensive business rules and incorporating data feeds from mobile and diagnostic devices directly into the claim forms. The solution manages authorization of returns, generation of Return Material Authorizations (RMA/RGA), and tracking of returns. The solution enables manufacturers and suppliers to collaborate on reducing warranty costs by managing supplier warranties for components and parts.

m-Warranty enables global companies to:

- Automate claim processing based on business rules and minimizes data entry by retrieving customer, product, and warranty information automatically
- Manage a variety of claim types including; standard, extended, parts, and used product warranties, as well as, campaigns/recalls and goodwill
- Integrate with Financial, ERP and other enterprise systems using standard web services to enable seamless end-to-end warranty processes



- Enhance business performance, reduce warranty and service contract costs, and improve product quality through warranty analytics, fraud detection and predictive analytics

Benefits to Manufactures and Brands

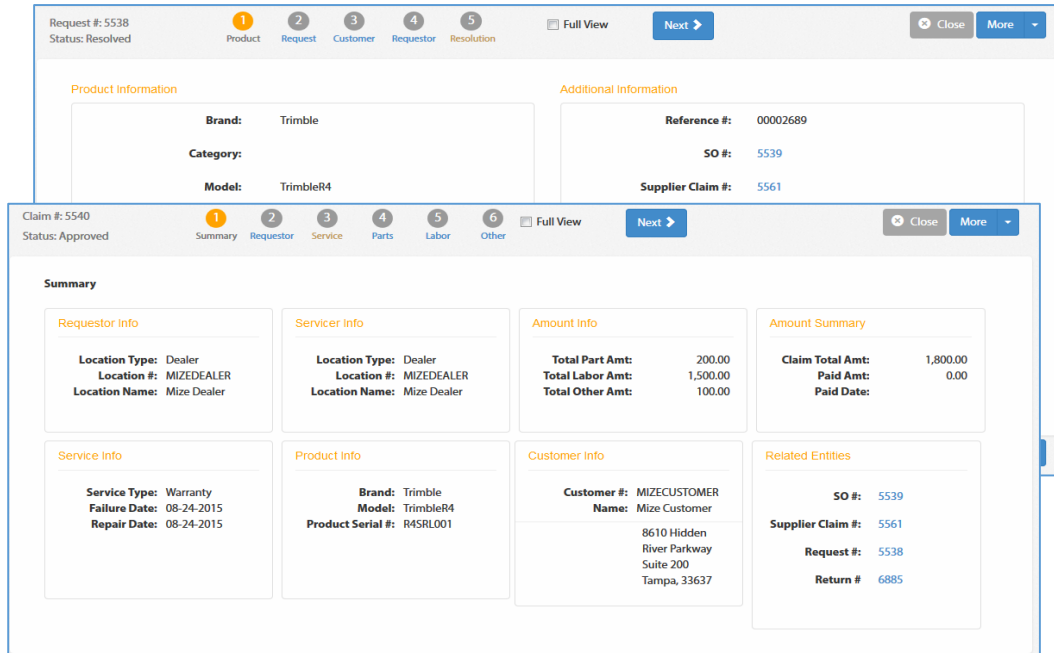
- Reduce warranty processing costs by streamlining processes, eliminating duplicate data entry, and automating claim adjudication
- Shrink cycle time for claim processing, parts return, supplier recovery, and identification of emerging issues
- Slash Total Cost of Ownership (TCO) with an easy-to-implement solution powered by scalable cloud architecture
- Increase revenues and profitability from maintenance, service, and parts
- Ensure faster processing by validating claims data and allowing richer content to be captured
- Reduce manual efforts involved in claims entry by integrating with service order systems

Warranty Capabilities

- Pre-Delivery Inspection (PDI)
 - Perform and submit PDI results with tablet, mobile, or web
 - Track inspections and related claims
- Product Registration
 - Create and maintain product registration data for products online and via batch upload
 - Track changes of ownership, such as sales and transfers
 - Determine warranty coverage based on in-service or delivery date
 - Attach images or files to registrations
 - Scan barcodes or QR codes on mobile devices to quickly identify the product
 - Analyze owner demographics for registered products
- Service Plans
 - Offer relevant service plans to increase attach and renewal rates
 - Manage and track standard manufacturer warranties and extended service plans
- Warranty Eligibility
 - Determine warranty eligibility for qualified repairs
 - Assign supplier responsibility for the claim



- Warranty Claims



- Support various claim types including New Warranty, Pre-Owned Warranty, Extended Warranty, Service Bulletins, Parts Warranty, Goodwill, and Pre-Delivery Inspection
- Enter, validate, and process claims entered online or via batch
- Capture claim failure information including causal part, dates, repair site, complaint, reason for repair, cause, corrective action, internal and external comments, and claim attachments
- View claim payment information including requested amounts, approved amounts, and credited amounts for parts, labor, and other charges
- Process pending claims with the ability to adjust claims, request additional information, approve claims, or deny claims
- Manage business rules for claim validation, processing, and auto-approval
- Parts Return
 - Generate barcoded Return Material Authorizations (RMAs) with relevant claim and part information
 - Integrate with third-party logistics providers like FedEx and UPS to generate shipping labels
 - Manage return requests to identify parts to be returned and the shipping location
 - Track and manage RMAs
- Supplier Claims
 - Generate Supplier Claims from Dealer Warranty Claims automatically
 - Assign Supplier responsibility for the claim



- Adjust claim amounts based on supplier policies and agreements
- Analyze supplier performance and quality
- Warranty Insights



- Create dashboards and configure reports based on metrics, needs, and user-based criteria
- Track Claims either by costs, model, or category and review the claim count, part cost, and labor cost totals
- Detect emerging product quality issues
- Manage warranty accruals and service plan earnings
- Schedule and export reports as an Excel file or Acrobat PDF

Warranty Management and Administration Features

- Policy & Coverage Management
 - Create and maintain warranty coverages, policies, applicability, terms and conditions
 - Support multiple warranty types, multiple coverage periods (including hours, days, months, years, lifetime, etc.) and multiple usages (including hours, miles, and kilometers)
 - Support deductibles and/or max limits on coverage
 - Maintain varying terms and conditions for parts, labor and other charges
 - View all warranty coverages that are associated with a registered product
- Service Campaign Management
 - Manage and track campaigns, recalls, or service bulletins



- Authorize campaigns by product category, model, and serial number range
- Analyze campaign performance
- Labor Hour/Rate Maintenance
 - Capture and maintain claimed labor information including labor codes/SRTs and labor hours
 - Maintain labor rates by submitting location and labor type
- Entity Management
 - Create distributors, dealers, manufacturers, OEM's, owners, suppliers, and other business organizations
 - Maintain relationships between business organizations including security profiles so that dealers/distributors only access appropriate data
 - Support multiple geographies including country, state, province, region, and territory
 - View and maintain lists of entities like dealers, customers, products, parts and suppliers
- User Management
 - Manage users, groups, functions and views
 - Define the user roles and access levels that are applicable for your company
 - Integrate with other user authentication systems to support Single Sign-On (SSO)
 - Support multiple currencies and languages
 - Create work queue assignments to organizations, groups, or users
- Product Management
 - View and/or maintain product attributes of products, product classifications, product information, and serial numbers
- Parts Management
 - View and/or maintain parts and components
 - Support supplier costs and lists prices
 - View and maintain catalogs of code tables used for validation and look-up

Delivery Models

m-Warranty is available in Software as a Service (SaaS) model reducing capital investment and time to implementation.

m-ize team brings decades of experience in Warranty to help assess and improve your warranty processes.

CONTACT US

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