

Warranty

Detection to Correction at the Speed of Light



Field Service Rapid Response



Detection to Correction at the Speed of Light

Field Service Rapid Response (FSR²)

What if a defect in your product is causing pain to your customer, your service provider, or your employees and you don't even know about it. It could be anything from a glitch that renders your product unusable or a product failure that causes a fire! What can be done to avoid these circumstances?

4CS, the leader in advanced systems for the service chain, has created a solution that effectively manages these critical situations. This solution, called Field Service Rapid Response or **FSR²**, is a collaborative, proactive, business focused solution that is woven into the fabric of the entire service chain solution. It is a solution that allows your people (employee, service provider, or even customer) to voice their concerns about your product on an immediate and structured basis.

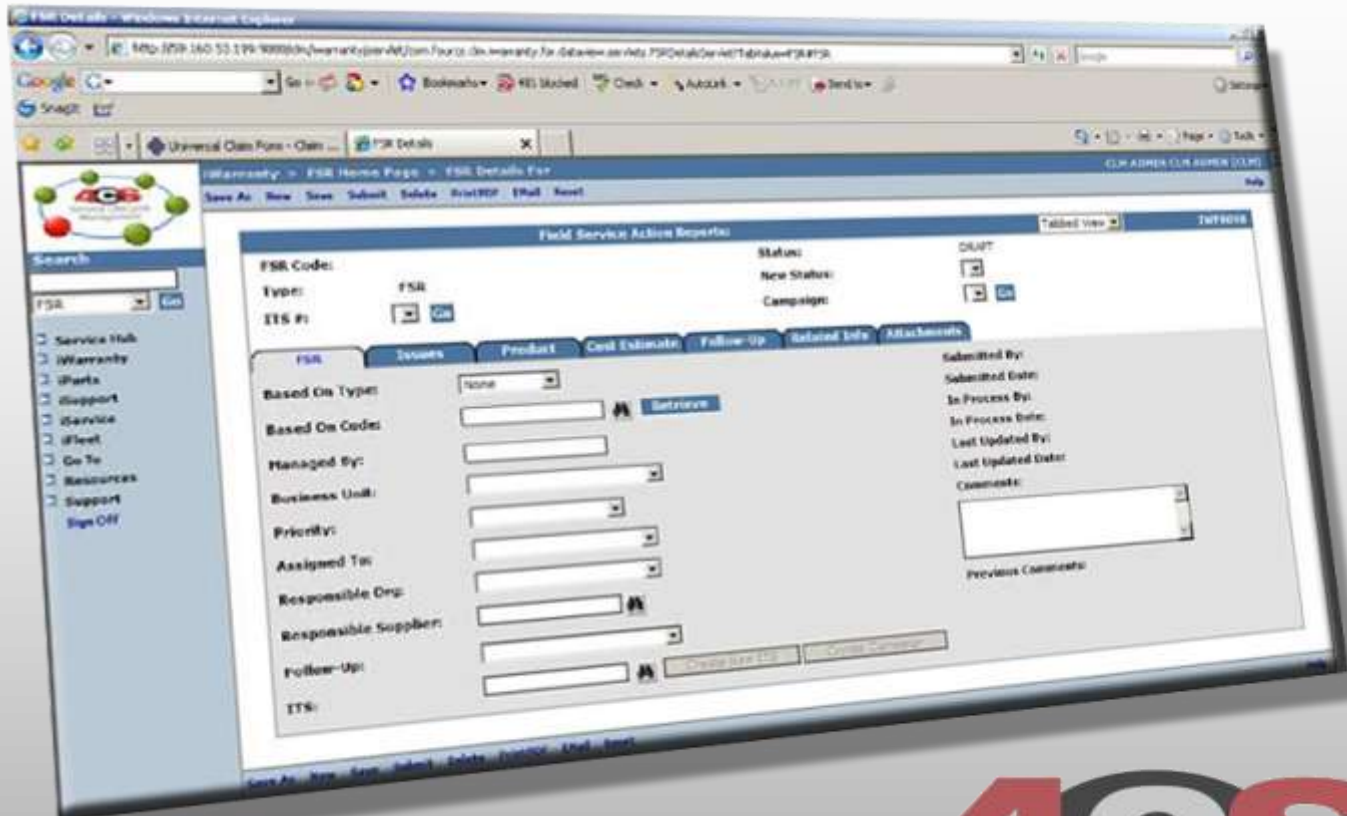
Here's how it works:

Process:

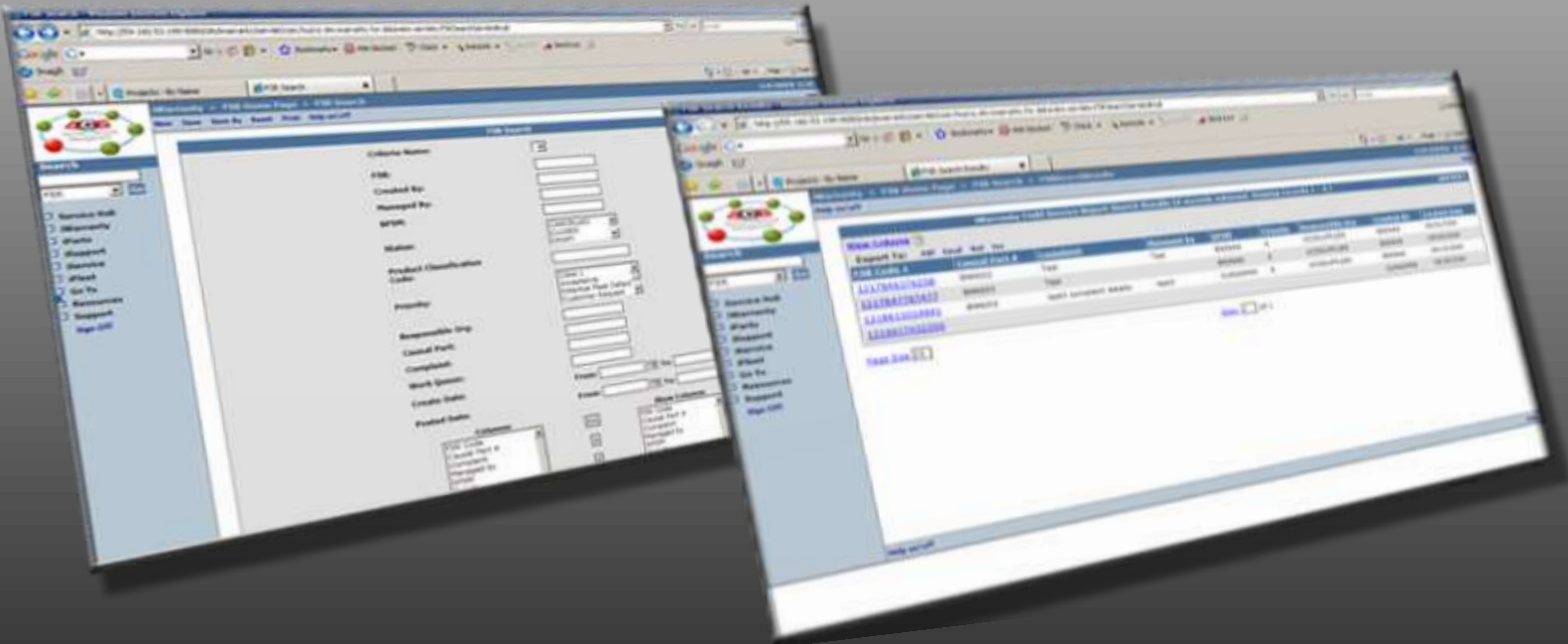
1. Your stakeholder detects an event that needs attention
2. Your stakeholder completes a field service report Web form
3. The form contains the critical information you need, such as:
 - a. Event details
 - b. Product information
 - c. Cost estimates
 - d. Follow-up suggestions
 - e. Related information and attachments
4. The web form then travels to your next designated approver across the entire service chain, including tech support, warranty personnel, engineering, quality and others.
5. The event is captured in a queue of your choice and escalated per your rules
6. Each person can refine the information as they see fit
7. The path through your organization is designed by you
8. The detailed information can be used to forecast your potential exposure
9. If decided, the event can be automatically turned into a campaign
10. The campaign can manage incoming claims for correct parts and labor content

Your stakeholder is the person of your choice, be it customer, dealer, or field employee. All information is contained in the system, and structured per your requirements. You know about your potential hazards now and get a fast jump start. Get ahead of your problems, and implement **FSR²** in your company!

Entry



Tracking & Results





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*i*Warranty

Field Service Rapid Response for iWarranty

