

iWarranty with Service

Round Trip Service



Service version



Consumer Goods, Business Durables

iWarranty with Service

Round Trip Service

Managers are continually bombarded with new demands that must be satisfied to remain successful. Customers demand more and more options and quicker responses to their contracts. Service providers are only certified to certain products and have limited availability of critical skills within mandated timeframes. To sum it up, these requirements continually add to your complexity and that complexity is rising exponentially.

Fortunately, a tool is available to ease this complexity. Its name is ***iWarranty with Service***.

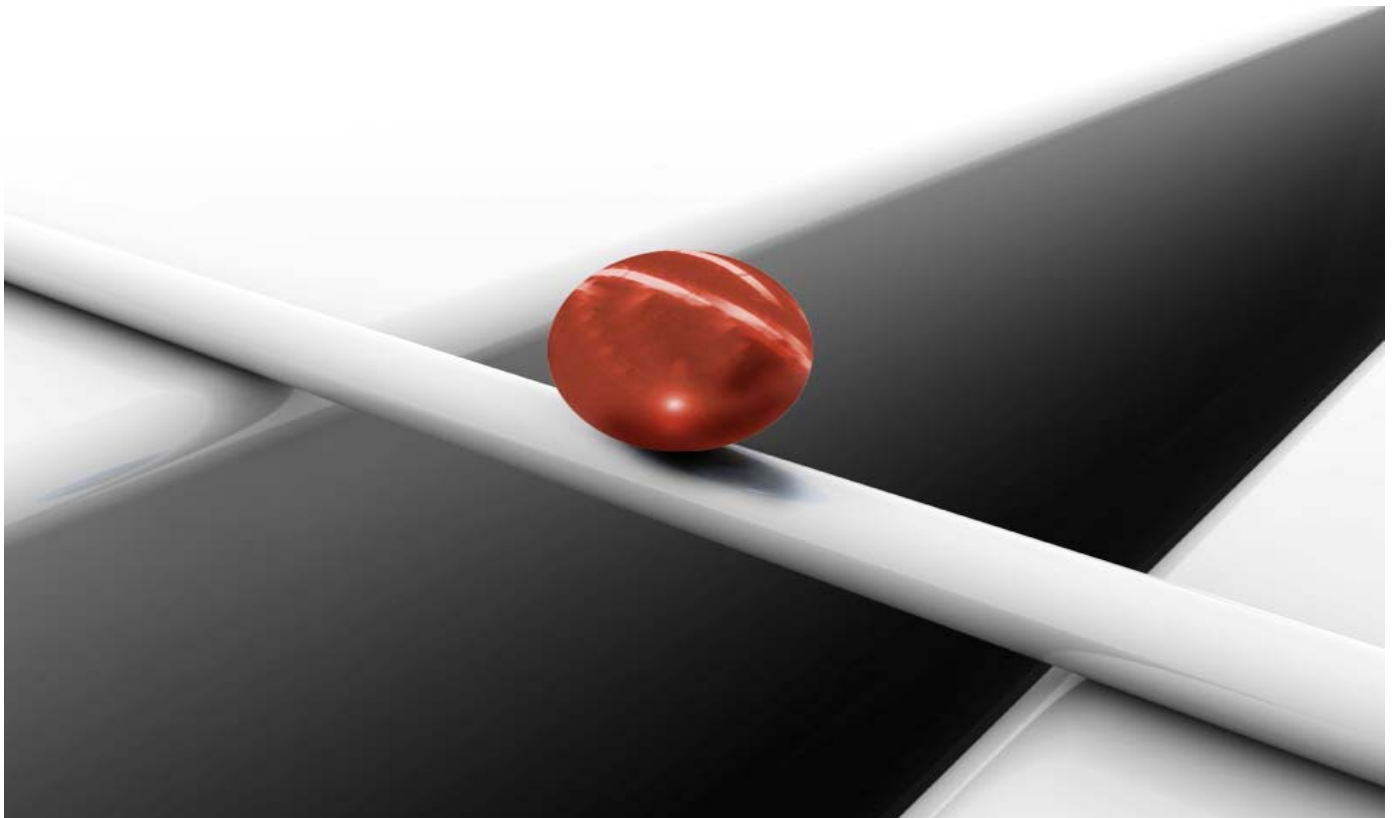
Overview

iWarranty with Service manages the entire service repair lifecycle, including a service center locator for expediting repairs, dispatch management to monitor and track repair status, and automatic claims processing to speed cash flow.

iWarranty with Service addresses the complexity required to manage hundreds of programs and products, schedule and dispatch thousands of service providers, all

within the timeframes demanded by your customers and consumers.

4CS offers the leading product to address the critical needs of the warranty manager—speeding execution, reducing complexity, and impressing your partners with the results.



The Need for Speed

“The Warranty industry is about two things, get the product repaired quickly to meet their custom demand and secondly to process the claim quickly for reimbursement. iWarranty with Service meets their needs better than any other product out there!”

Michael Cox
Account Executive, 4CS

Successful warranty organizations must be agile in managing resources and change. Managers have to demand more from their technology partners—more accountability, more flexibility, and a solution that quickly adapts to changing business requirements.

Flexibility is key

4CS helps you to simplify your processes, relationships and cost structures. Embedded within 4CS software is an intuitive rules engine that allows you to adapt your processes to fit your needs. Processes that are burdened with manual exceptions cause slowdowns. Processes that are not consistent throughout the entire organization waste valuable time in repairing transactions, perceptions, and relationships.

Self Service improves time to solution

By providing a 24x7 portal for your customers, service providers and partners, your call center operations can focus on the critical issues, thereby allocating resources to high-priority problems. CSRs and customers are often able to find technical solutions themselves by viewing FAQs or by searching the Service Knowledge Base. They can also submit inquiries over the Web and continually track the status of their issues.

Business execution

Managers handle a dizzying array of products, each with their own unique requirements. It is imperative that each and every requirement be addressed throughout the organization without a glitch. Managers cannot afford to sacrifice partner relationships because someone dropped the ball somewhere in this complicated process.

Fast is the result

For many managers, the fundamental premise of success is the ability to service the customer **fast**. When business managers question why they have been called by one of their customers for the third time, their next question might be, “Do we have the right process for my business?” 4CS recognizes that fast service comes from defined processes that are executed quickly. **iWarranty with Service** is the solution that enables you to:

- Set up the correct parameters
- Establish custom-fit processes
- Capture the customer’s unique needs



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Your Own View

In today's environment, management must maintain a careful balance of information, execution, and evaluation. Customers want their products repaired instantly, service providers need access to up-to-the-minute information, and you must know what is happening with both at a moment's notice. Inside your business management system is a dizzying amount of data to indicate how your company is performing right now. But how do you get the right information to the right people at the right time to make the right decisions?

iWarranty with Service has a business portal to serve precise, up-to-date information to those who need it. Driven by a user profile, this portal provides quick access to vital business metrics via a Web browser. Customers can track the status of their repairs, and service providers can communicate work order status. Decision makers are able to see personalized views of key performance indicators (KPIs) and ongoing conditions, on which they can base informed and timely decisions.

"iWarranty with Service empowers your people to work more efficiently and productively within their service chain universe. 4CS is proud to offer such a strong tool as an integral product of our entire solution suite"

Ashok Kartham
Founder & CEO, 4CS

Benefits

- *Helps executives lead more effectively*
- *Provides service provider with tailored information*
- *Helps managers gain confidence in their programs*



Flow-Motion

Features

- *Easy-to-create rules without custom programming*
- *Allows users to verify rules*
- *Designed with warranty in mind*
- *Allows quick changes in a dynamic environment*

iWarranty with Service provides the critical workflow tools needed to streamline your operation by uniting processes, information, and people. It automates, simplifies and directs the flow of information throughout your entire organization. The results are more efficient operations, increased automation and improved visibility.

iWarranty with Service turns complex dispatch, status management and escalation procedures into simplified end-to-end sequences, providing consistency across business processes and benefitting all users.

With the myriad of programs, products, partners, service providers and processes, the warranty environment is a complex maze of procedures that must be adhered to by each stakeholder to be successful. The workflow and rules engines of the **iWarranty with Service** solution provide you the flexibility to easily manage service activities, events, and information exactly as you want.

Some common areas of use:

- Automatic assignment of each service request to the right person or group, based on volume, skill set, geography, or other factors.
- Automated escalation calls and status notifications to customers, service providers and managers, depending on specific events, activities, and transactions.
- Access to a self-service knowledge base for customers and service providers.
- Selection of call scripts for sell, cross-sell, and up-sell, based on customer information and history.
- Queue maintenance and work balancing for incoming service claims.
- Validation and acceleration of claim reimbursement.



iWarranty with Service

It Always Comes Down to the Details

iWarranty with Service provides the power to measure, manage and improve business performance through the use of integrated analytics designed to meet your business needs. iWarranty with Service includes new and innovative technology to provide service analytics in a graphical, user-friendly environment for daily business analysis, reporting, and repair status.

The **iWarranty with Service** solution incorporates reports, graphs and key performance indicators designed around the business requirements of each of your partners, service providers, customers and employees. For faster feedback, the **iWarranty with Service** analytics also provide user-specific dashboards, allowing users to view change at the very moment it is occurring.

iWarranty with Service consolidates your information from every source. From the customer cases in the contact center, to the parts in the field inventory, to the schedule results of the service provider, **iWarranty with Service** captures the critical service identifications in its unique service framework. Imagine viewing customer feedback, technical resolutions and claims information, all consolidated into one unified report.

iWarranty with Service provides the critical information required to support your external and internal relationships. Problem trending, root cause analysis, and quality details are captured and made readily available to you and your partners through the Web portal.

iWarranty with Service Analytics:

- Analyze sales and profitability performance of service providers, customers, products, and territories.
- Improve customer satisfaction by tracking and improving delivery performance and capturing timely information about service order status and issues.
- Leverage customer and product statistics to identify up-selling and cross-selling opportunities.
- Review customer and service provider histories.
- Manage depot/field inventory by analyzing inventory levels and inventory trends.
- Identify cost reduction opportunities by analyzing service order price variances, comparing service provider prices and performance trends.
- Ability to escalate and reassign backlogged service requests.

Features

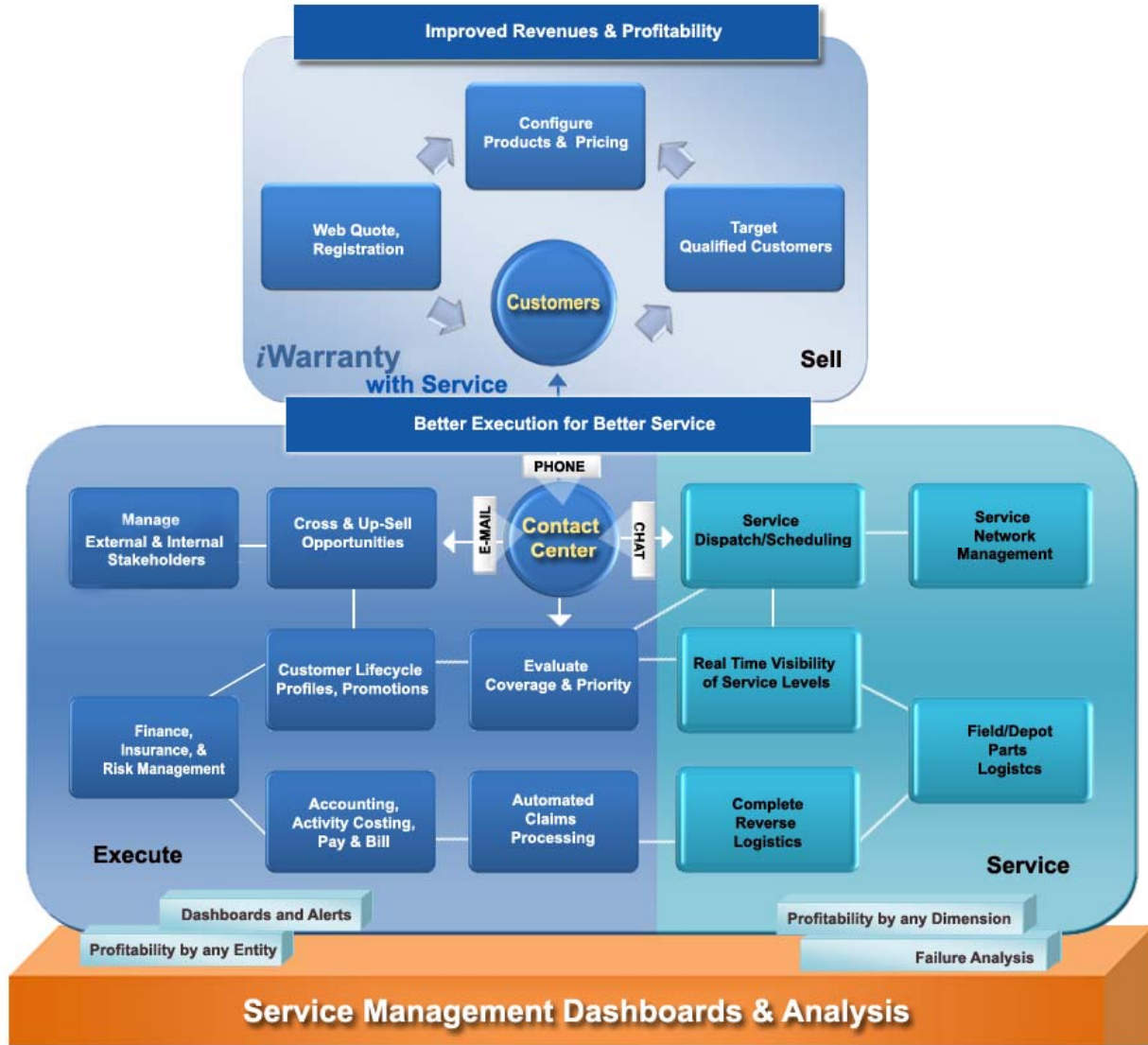
- *Interactive, intuitive analysis*
- *Multiple delivery– online, email, web, web service*
- *Multiple formats-PDF, HTML, Excel, RTF*
- *Rich content-tables, charts, templates, galleries,*
- *Rich graphical reports*
- *Interactive, spreadsheet style data grids*
- *Interactive, drillable charts*
- *Graphical data navigation*
- *Cube data*
- *Interactive data with mapping capabilities*
- *Sophisticated OLAP capabilities*





iWarranty with Service

“Where Complexity Becomes Simple”





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