

# Rely On 4CS iWarranty

The Reliable Path To Prevent Warranty Costs

## 4CS iWarranty : The Leading Warranty Software Solution

iWarranty, from 4CS, is a comprehensive enterprise solution that proactively and collaboratively manages warranty and cost reduction. It is based on business best practices and complies with industry standards such as Universal Claim Form and VMRS codes.

For many OEMs and suppliers, warranty has traditionally been viewed as an accounting function with typically large uncontrolled costs. Today's strategy models warranty as a competitive advantage and an opportunity to:

- improve product and service quality
- integrate partners into a fast response team
- raise the bar on product uptime resulting in high customer satisfaction

### Warranty WISE

Assessment & Blueprint Planning  
Requirements definition  
Business case, ROI preparation  
Warranty Change consulting  
(M&A,  
Channel extension, Globalization)

### Warranty OPS

Product Maintenance,  
Upgrades, Helpdesk  
Educate Users, Knowledge  
Transfer  
Total Solution Support:  
Customer-Specific  
Operations

### iWarranty Software

Deployment - Technology & Business  
Architecture  
System Integration, Project Management

[www.4cs.com](http://www.4cs.com)

### What Our Customers Are Saying...

"We chose iWarranty over competitive solutions for two reasons. First, we loved the product's ease of use. We understood it and it supported common sense warranty process. Second, the value added experience of the 4CS staff – their years of experience in actually managing large OEM Warranty responsibilities and implementing warranty lifecycle management systems – brings value to us and is embedded in their software – more depth, robustness and flexibility in comparison to the competition. They are a warranty focused company with additional iWarranty modules that we will consider in the future to improve our business."

-Kevin Krakora, Mitsubishi Caterpillar Forklift America

"4CS' iWarranty Lifecycle Management software was chosen after a series of competitive warranty system demos," said Ron Bush, Freightliner Group Director of Warranty. "4CS' demos were given by professionals who understood the warranty process. A group of our dealers saw the (iWarranty) demo and were impressed! The software had the features and functionality out of the box that closely matched our company's warranty needs."

-Ron Bush, Freightliner Group Director of Warranty

Call today and see for yourself what everyone's talking about.

800-709-8773

[www.4CS.com](http://www.4CS.com)

Email: [sales@4CS.COM](mailto:sales@4CS.COM)

- Streamline processes
- Eliminate errors and overpayments
- Automate validations
- Easily share warranty costs and intelligence with suppliers
- Quickly identify failure patterns



## Welcome to 4CS



Mitsubishi Caterpillar Forklift America Warranty Manager, Doug Hoffman comments on 4CS iWarranty.

*“4CS is a team of seasoned warranty professionals; they are not salesmen just selling a warranty product – they fully understand warranty process.”*

-Doug Hoffman , MCFA

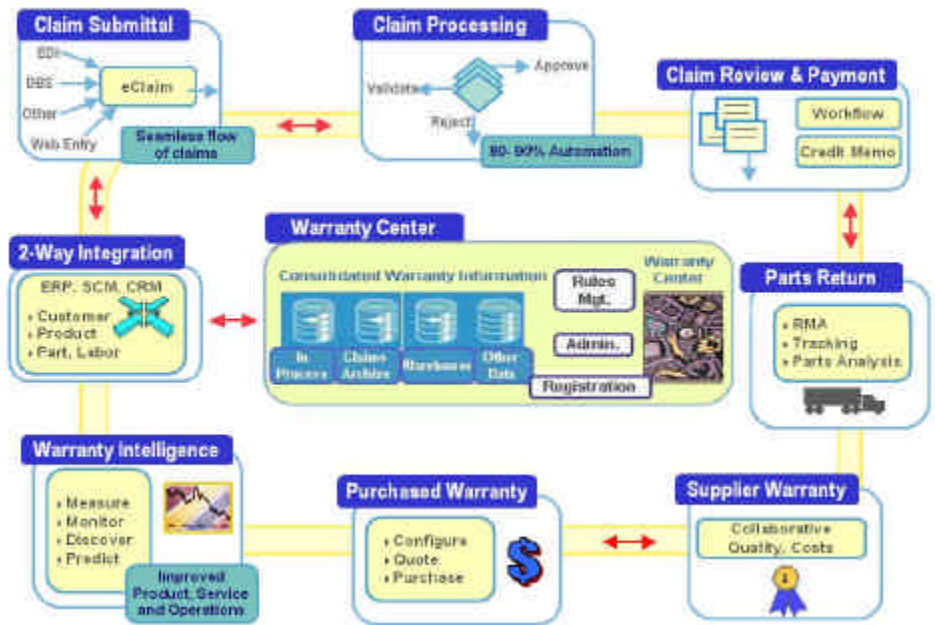


*“4CS delivered the commercial expertise that I expected. I even delegated some of my decision making on business rules and process to the 4CS Business Analyst. I never had to revoke any of the decisions she made. They know the warranty business!”*

Jeff Stewart, Vice President, Takeuchi MFG (US), Ltd



4CS' iWarranty product directly connects manufacturers, suppliers, dealers, partners and customers in your service network. It optimizes the entire warranty cycle through the integration of the following applications:



**eClaim** - Accepts claims and repair orders from multiple sources (on-line and batch) that ensures a seamless flow between the claim's origin and destination. Use key claim review features for manual claims processing such as queuing, audit logs with drill up, drill down capabilities, and lookup functions. Interfaces to Accounting for timely credit memos.

**Claim Validation** - Performs intelligent automated processing with rules management that realizes 90% automatic acceptance, improves accuracy of data, reduce errors associated with manual processing.

**Parts Return** - Triggers parts return events automatically, integrates RMAs, track return/review status, and provides shipping labels.

**Supplier Warranty**- Enables a collaborative environment that maximizes the opportunity for reclaiming warranty dollars and sharing repair information with business partners and suppliers.

**Purchased Warranty** - Provides real opportunity to increase revenues through online creation of service contract ( extended warranty, preventative maintenance contracts ) quoting, pricing and profitability analysis.

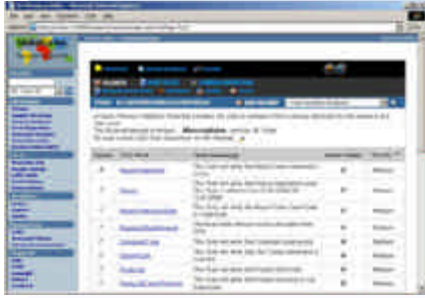
**Warranty Reporting Analytics** - Empowers users to proactively warranty management utilizing analytics in line with the business process for continuous improvement, and failure analysis using claim and reliability information and methods.

**Integrator** – Supports a bi-directional bridge between iWarranty and other applications, using XML as the standard data exchange format.

**Warranty Center** - Centralizes warranty data, rules management, user administration, policy lookups, unit registration, campaign functions, batch and report scheduling, language translation, and more.

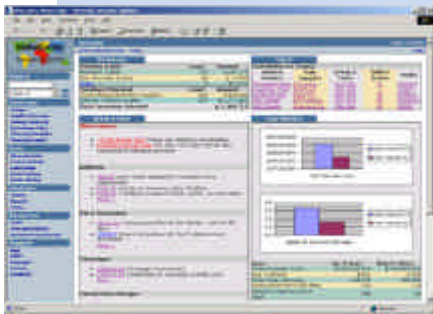


# Warranty Wi\$e Solutions



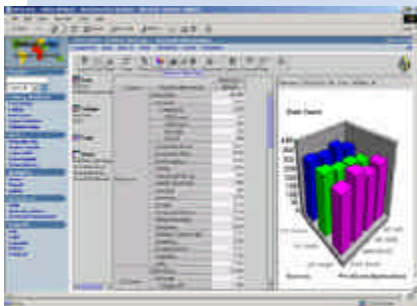
## intelligent

- Extensive, intelligent validations to improve accuracy of the claim information
- Pre-approval of claims
- Fraud detection, prevention
- Provides impact analysis and helps derive the root cause of failures
- Speeds problem discovery and shortens the problem resolution cycle
- Global-ready, support for multiple languages, currencies and localization



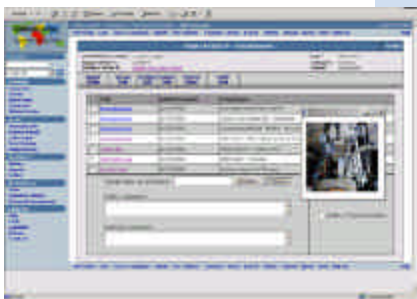
## integrated

- Links all the warranty applications together for a seamless flow of electronic claims data and related warranty information
- Embodies consolidated data, a consistent interface, and integrated processes
- Open technologies like Java and XML to support multiple platforms
- Integrated with EAI, ERP, CRM, SCM, Parts, Accounting, Call Centers, etc.
- Incorporates AIAG Universal Claim Form and TMC's VMRS codes



## informative

- A customized, role-based portal to all your critical warranty information
- In-Line Analytics and dashboards for decision support
- Claim status is tracked from every "state" change across the warranty life cycle
- "Go To" links interface with multiple applications for convenient look-ups



## intuitive

- Consistent navigation
- Shared user interface metaphors and elements across all the applications
- User interface is designed to allow quick access to the most used features
- Complex tasks like rules administration and bulk processing are simplified

800.709.8773



**FREIGHTLINER**  
LLC

A DaimlerChrysler Company

**Kubota**

**Kawasaki Loaders**

**TAKEUCHI**

**MCF**  
MITSUBISHI CATERPILLAR FORKLIFT  
AMERICA INC.

  
MOTOR COACH  
INDUSTRIES

**BLOUNT**

AMERICAN  
STANDARD  
COMPANIES

## Rapid Payback

iWarranty is cost effective and generates rapid ROI within a few short months. 4CS has developed a robust financial model to help you maximize the return on your warranty investment.

## Open and Scalable

- Developed using an open, scalable architecture, iWarranty
- is supported on all leading platforms.
- Client: Server:
- Any J2EE - compliant application server
- combination
- Any operating system that supports JDK 1.2 and above
- Any JDBC 2.0 compliant database: Microsoft SS, Oracle, IBM DB2

## Key Benefits of iWarranty

- Reduces warranty costs per-unit
- Reduces process cycles times across entire warranty life cycle
- Increases automatic claims processing and payment
- Increases ease of management and allows you to determine the effectiveness of your warranty processes
- Minimizes claim overpayment and number of claims submitted
- Allows you to stay competitive by reducing *time and cost* to adopt business changes
- Improved accuracy of forecasted warranty costs and failure analysis
- Supports global business
- Improves response time and service to the end customer as well as business partners
- Promotes increased service revenues for extended warranty



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