

Case Study

Warranty Claims Management



Customer

One of the world's largest manufacturers of construction and mining equipment.

Business Challenge

- Huge backlog of claims to be processed
- Reduced focus on dealer training and physical audits
- High warranty cost stemming from factory related defects
- High warranty cost stemming from supplier's material defects

Mahindra Satyam's Solution

- Dedicated offshore center for claims processing with
 - Focus on reducing claims TAT (turnaround time)
 - Focus on reducing claim returns
 - Focus on reducing contested and supplemental claims
- Analysis of paid claims as input to design/manufacturing/purchase teams
- Analysis of unpaid claims as input to customer core team for dealer training

Input

- Dealers submit warranty claims
- Claims database used for data mining and analysis

Output

- Upto 540,000 warranty claims processed per year
- Warranty analysis reports and charts created for respective departments/functions

Tools used

- Detailed claims related database
- Physical claims on the web based tool
- Product history database
- Failure summary database
- Parts catalogue
- Product design and development database

Key differentiators

- Identify overruns in new product introduction programs
- Evaluate effect of design changes on dollar spend
- Consolidate input to purchase team for effective supplier negotiations
- Achieve standardization of parts

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Benefits

- Substantial reduction in turnaround time
- Well-documented processes, operating manuals and business rules
- Redeployment of client team for dealer training and carrying out physical audits at dealerships
- Factory defect analysis
- Supplier defect analysis

At Mahindra Satyam BPO's Manufacturing practice, we offer a wide spectrum of process outsourcing services to manufacturing companies across the world. Our experience and capabilities enable us to identify, create and deliver more value on your investment. Our dedicated manufacturing teams understand the nuances of the industry and help deliver value throughout the engagement. The four primary supporting areas where we offer services are Production Engineering, Industrial Engineering, Quality Engineering, and Engineering Analysis. Our service offerings include Procure to Pay, Production & Industrial Engineering, Global Enterprise Technical Support, Customer Management and Data/Document Processing Services.

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