

# Appirio Warranty Management

*Maximize aftermarket revenue and minimize costs with a streamlined warranty management solution*

Warranty management is a critical part of doing business for every manufacturer. As an assurance of the quality of product delivered, it is largely seen as a cost of doing business. However, when done well, warranty management can generate aftermarket service revenue, enable cost competitiveness, build customer loyalty, and ultimately become a differentiator for your brand.



Existing warranty management solutions are fragmented across multiple legacy applications, often unable to integrate with modern, cloud-based service and sales solutions. This creates siloed and disconnected experiences for both front and back office stakeholders including partners, dealers, suppliers, technicians, and ultimately consumers. In addition, manufacturers and partners lack the information and visibility to gain meaningful insight from warranty claims, and are unable to process claims in a timely and cost-effective manner.

## Appirio Warranty Management solves these challenges on the Salesforce Platform

Appirio Warranty Management simplifies the entire warranty lifecycle by automating processes for OEMs and enabling ubiquitous, real-time access through mobility and seamless integration with legacy systems allowing you to:

- Reduce costs in warranty processing and claims administration
- Increase supplier recovery, lowering overall warranty costs for manufacturer
- Delight customers and dealers with proactive and predictive warranty management
- Maximize aftermarket revenues with full support for mobility, IoT and analytics
- Improve product quality with easy access to product insights and failure data



*Appirio Warranty Management is a Lightning-Ready, comprehensive solution, built from the ground up for the Salesforce Platform.*

## What Makes Appirio Warranty Management Different?

Comprehensive solution, including product and warranty terms creation, entitlement validation, claims processing & adjudication, service contracts, returns management, and supplier recovery.

- Seamless integration with **Service Cloud** and **Field Service Lightning** providing a complete, integrated ecosystem on the Salesforce platform for all aftermarket processes and stakeholders, including customers, dealers and suppliers.
- Native support for Mobility across the application
- Built for IoT integration - *Leverage the power of IoT to optimize warranty management*
- Easily adaptable to changing business needs

What Makes Us Different

The Virtuous Cycle

We believe happy workers create happy customers and you can't deliver a great customer experience without creating a great worker experience.



One Hand to Shake

We believe execution must be tied to strategy at every level, that's why we offer integrated and unified delivery teams of Strategy, Design, Technology and Change Enablement.



Vertical IP & Innovation

We proactively build innovative assets to infuse into our customer's solutions helping every industry discover "the art of the possible."



Delivery Platform Excellence

We deliver every project on a proprietary cloud application, allowing us to monitor progress and collaborate with our customers in an open and transparent way with no surprises.



Enterprise Technology Expertise

We have the technical expertise on both cloud and legacy systems to help organizations navigate the complexity of legacy on-premise and cloud technologies.



Unmatched Cloud Expertise

We were born in the Cloud and bring 10+ years of experience and expertise with over 3,000+ cloud deployments, 1,000+ enterprise customers, and an industry leading NPS score.



Our Customers



The Virtuous Cycle

We believe Worker and Customer Experience are intrinsically linked; you can't deliver a great experience for customers without creating a great experience for your workers. By leveraging cloud technology and the latest digital thinking, we help organizations develop the right capabilities to ensure workers are engaged, productive and agile and customers are more aware, satisfied and amplified.

ACTIONABLE STRATEGY | DIGITAL STUDIOS | IMPLEMENTATION, INTEGRATION & APP DEV  
SUPPORT & MANAGED SERVICES | CHANGE ENABLEMENT

About Appirio

Appirio, a Wipro Company helps customers improve Worker & Customer experiences with outcome-oriented consultants who bring the latest digital thinking and unmatched cloud experience. We create actionable strategies that deliver results quickly, and help organizations adapt to a new experience-driven era. We do this by harnessing the power of one of the world's largest crowdsourcing communities and thousands of pre-built solution accelerators. Appirio is a trusted partner to some of the world's largest brands, including YP, Cardinal Health, Coca-Cola, eBay, Facebook, Home Depot, Sony PlayStation, Moen, and IBM.