SYNTEL
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BizOps for Warranty and Claims Operations

For today's manufacturers, warranty and claims operations are not limited to providing warranty registration, claims registration and claim adjudication for traditional mechanical devices, but now include new age products and new technologies integrated within electro-mechanical devices. This is just as true for OEMs as it is for tier suppliers, and the impact of warranty and recall costs on the bottom line is something that must be closely monitored and analyzed.

In addition, traditional call centers that provide support for warranty, troubleshooting and customer care are about to experience a fundamental change in the way they support warranty business operations, due to faster product releases and innovative new customer contact mechanisms.

Typical Challenges in Warranty and Claims Business Operations

- **Long resolution and turn-around times** for customer claim processing
- **Lack of automation** in the warranty tech/product support and claims approval process
- **Real time analytics not delivering** as expected
- **No real time alerts** for tech support and claim adjudicators
- **Lack of skilled resources** for warranty support operations

- Multiple, **non-integrated software support systems**
- Need for **better integrated OEM and tier vendor software systems**
- **Revenue leakage** due to gaps in supplier return and reconciliation processes
- **Increasing warranty costs** due to one or more of these factors

Syntel's Solution

Syntel enables clients in a number of different industries to run their complex business operations more accurately and efficiently with a dedicated portfolio of BizOps services. One such service is our **Warranty and Claims Management BizOps** offering, which not only provides **operational** support, but employs automation to enhance **quality** and deliver **process efficiencies.**

Our dedicated and experienced warranty and claims management team has the business and technical skill set to turn around your warranty business operations and run it too.

Syntel's **process-driven automation approach** seamlessly integrates a deep technology and business understanding to provide non-intrusive automation. Our services include **claims automation** using Natural Language Processing (NLP), **claim processing alert notifications** to stakeholders, and a **single window screen** for resolution experts, adjudicators and returns processors to ensure more work gets done in less time.

Our **Warranty BizOps Analytics** services integrate warranty domain subject matter expertise, warranty analytics and innovative reporting solutions coupled with statistical tools for better insight into your warranty operations and to enable warranty trend forecasting.

Syntel's Warranty and Claims BizOps Services

- Claims Management
- Financial Management
- Analytics
- After Market Support
- Recovery Management
- Recall Management
- Waranty Administration

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For more information, visit Syntel online at **www.syntelinc.com** or call us at **US/+1 (248) 619-3503, UK/ +44 (0) 207-636-3587**

## Business Benefits

Improved Quality

▪ Lower error rates by eliminating manual processes

▪ Improved compliance

▪ Increased customer satisfaction

Greater Efficiency

▪ 40-60% reduction in average handling time (AHT)

▪ Increased scalability to manage spikes in volume

▪ 24x7 system availability

Better Speed

▪ Fast, 6-8 week implementation timeline

▪ High level of reusable process elements for 20% time savings

35% Additional Savings from **Transformation**

50% Lower Cost of **Operations**
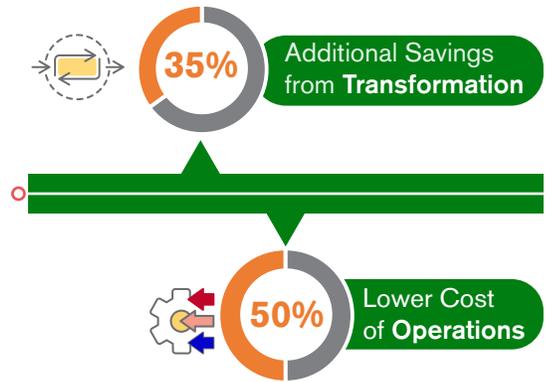
Syntel In Action

Business Challenge	Syntel's Solution	Business Benefits
A leading manufacturer was facing increased warranty costs due to a change in buying patterns that impacted how their warranty support process was set-up. Their existing legacy systems and processes were unable to adapt quickly enough, which drove the rising costs.	▪ **Performed comprehensive due diligence,** with a team of business consultants and analysts meeting stakeholders from customer support all the way to claims analysts and supply chain managers ▪ **Implemented automation with the SyntBots®** framework to automate manual claim analysis and warranty support activities ▪ Rolled out **real time, predictive warranty analytics** supported by **business analysis** ▪ Comprehensive partnership model to increase efficiency and reduce direct and indirect warranty costs	▪ Identified repeat claims (10+%) being registered for the same product annually amounting to around $ 3 million and helped business reduce 80% of the same ▪ Identified and reduced repeat claims (5+%) being registered for the same product within 30 days ▪ Reduced variation in claims paid, translating to more than $6 million in savings ▪ Faster campaign roll out due to **real-time trend analysis** of top part and failure reasons ▪ Established a **supplier recovery process** and **streamlined the claim submission process** ▪ Automated a customer support call center, resulting in **20+% higher efficiency**

About Syntel

Syntel (Nasdaq:SYNT) is a leading global provider of integrated information technology and knowledge process services. Syntel helps global enterprises evolve the core by leveraging automation, scaled agile and cloud platforms to build efficient application development and management, testing and infrastructure solutions. Syntel's digital services enable companies to engage customers, discover new insights through analytics, and create a more connected enterprise through the internet of things. Syntel's "Customer for Life" philosophy builds collaborative partnerships and creates long-term client value by investing in IP, solutions and industry-focused delivery teams with deep domain knowledge.

To learn more, visit us at: www.syntelinc.com

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