



## Enhanced Business Agility with Syntel's Warranty Claim Solution Powered by HANA

- The involvement of Original Equipment Manufacturers (OEMs), suppliers and dealers makes warranty claim processing a cumbersome task for the Auto industry. There is an urgent need to control fraudulent claims that result in revenue losses, dissatisfied customers. Fraudulent warranty claims can be controlled by establishing better accountability with OEMs and Dealers. This will also help organizations adapt well to evolving business rules.

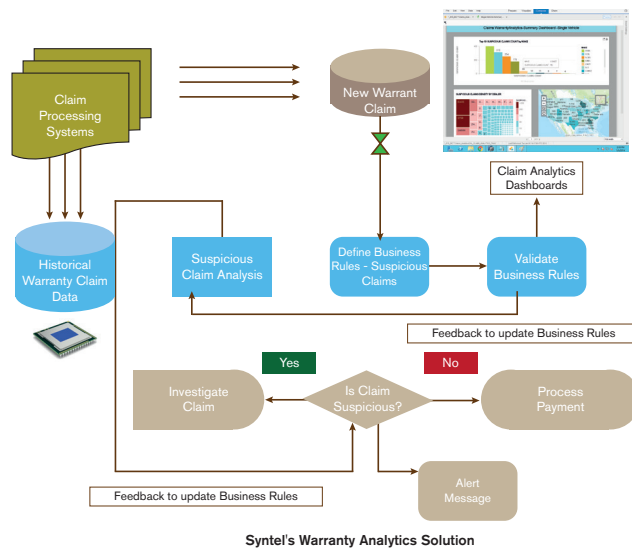
Syntel's solution for Warranty Claims management leverages HANA's in-memory computing and real time data analytics to predict and detect fraudulent claims. This enables organizations to curb revenue losses and gain satisfied customers.

### Syntel's Solution

Syntel's comprehensive warranty analytics solution is built on SAP HANA platform. The data is acquired from various systems and then analyzed as per pre-defined business rules to identify suspicious claims. Syntel's solution offers the following benefits:

- Real-time suspicious claim identification
- Significant reduction in revenue loss
- Better accountability for dealers and OEMs
- Improved customer satisfaction

Business rules can be validated and re-calibrated to make the fraud detection more precise, thus enabling continuous improvement.



### Syntel's SAP HANA Practice

SAP HANA is a powerful, in-memory computing platform that streamlines business suite applications for analytics. Leverage HANA to deliver predictive and sentiment analysis along with:

- Analysis of huge volumes of data across the enterprise in seconds
- Integration of data across the enterprise, creating meaningful insights
- Instant data access from multiple sources, enabling faster and reliable decision making
- Optimized businesses with deeper insight from predictive and complex analyses
- Early identification of trends

### VALUE PROPOSITION

- Preconfigured solutions, tools and accelerators from Syntel's HANA Lab: HANA Syntstart toolkit, Plug-in for social media integration, BW HANA cost optimization toolkit
- Robust services suite; migration services for faster and optimized move to HANA
- For Fortune 100 insurer, migrating SAP BW to HANA on cloud as well as on-premise
- Certified HANA, OS/DB resources, in-house trainings, industry best practices
- Syntel's intelligent automation platform Syntbots® is SAP certified for automation of SAP ECC DevOps and IT Ops cycles

Syntel Offerings	SAP BW/BO	SAP BW Powered By HANA	SAP Business Suite on HANA	SAP BPC on HANA	SAP Mobility
<b>Assessment</b>	<b>Implementation</b>	<b>Upgrade &amp; Migration</b>	<b>Maintenance</b>	<b>Analytics</b>	
<ul style="list-style-type: none"> <li>▪ Build a Business Case</li> <li>▪ HANA Readiness Assessment</li> <li>▪ HANA Solution Roadmap</li> <li>▪ HANA Landscape and Sizing Validation</li> <li>▪ HANA and BI Analytics Solution Roadmap</li> <li>▪ Assessment of Existing Planning Application</li> <li>▪ SAP BPC Solution Roadmap</li> </ul>	<ul style="list-style-type: none"> <li>▪ Build Pilot or Proof of Concept</li> <li>▪ Configuration and Setup of HANA and Add-On Components</li> <li>▪ Data Cleansing, Validation and Data Provisioning</li> <li>▪ Content Modelling – Attribute, Analytical and Calculation View</li> <li>▪ Hyper Care</li> </ul>	<ul style="list-style-type: none"> <li>▪ HANA Upgrade and Migration Readiness Assessment</li> <li>▪ Upgrade and Unicode Conversion</li> <li>▪ OS/DB Migration to HANA Database (HDB)</li> <li>▪ Performance Testing</li> <li>▪ HANA Optimization for BW Objects</li> </ul>	<ul style="list-style-type: none"> <li>▪ Customer-specific Production Support Model</li> <li>▪ System Monitoring and Administration</li> <li>▪ Enhancement and Maintenance</li> <li>▪ Performance Tuning</li> <li>▪ Dedicated Help Desk</li> <li>▪ End-user Issue Resolution</li> </ul>	<ul style="list-style-type: none"> <li>▪ BW, BEx and Business Objects Reporting and Ad-hoc Analysis</li> <li>▪ Dashboards and Visualization</li> <li>▪ Data Exploration and Predictive Analysis – BO Explorer, SAP Lumira, PAL, etc.</li> <li>▪ Mobile Enablement and Custom Development</li> </ul>	
SAP Certified Professionals	Domain Experience	SAP Partnership	HANA Collaboration		
Quality	Tools and Methodologies	Knowledge Management Processes			
<b>Syntel's SAP HANA Services</b>					

**WHY SYNTEL?**

- **Size, Scale and History**  
- Delivering solutions for global enterprises from offices and development centers on four continents; stable and profitable since 1980 (NASDAQ: SYNT)
- **Solutions for the Digital Age** - Run the Business to drive efficiency and value; Change the Business to deliver client innovation
- **“Customer for Life” Philosophy** - Focus on world-class customer service with the agility to meet changing client needs
- **Investing in Excellence**  
- Sustained investments in world-class facilities, domain expertise, IP-based solutions, tools and accelerators
- **Integrated IT and KPO**  
- Tight technology and process alignment; industry and domain-focused solutions

**Delivering excellence**

**For a major U.S. Auto Manufacturer**

- Delivered HANA Side Car implementation using latest SAP technologies i.e. HANA, DataServices, Lumira & Design Studio etc.
- Technology partner over a decade

**For a Fortune 100 Insurer**

- Partner in latest SAP technologies i.e. SAP BW migration to HANA, BPC implementation, Basis & SAP Insurance etc.
- SAP Technology partner since 2003

**For the Largest Manufacturer of Heavy & Medium-duty Vehicles in North America**

- 3% of fraudulent claims detected using Syntel's solution
- 4% of total claims identified for potential revenue leakages



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