



Syntel's Unified Warranty Management and Analytics Solution on Salesforce

- Warranty management and analytics systems are complex, and are driven by a large number of business rules. With these types of legacy systems, any addition or modification to the hard-coded business rules can require a lengthy, substantial development effort which pushes out time to value and ROI.

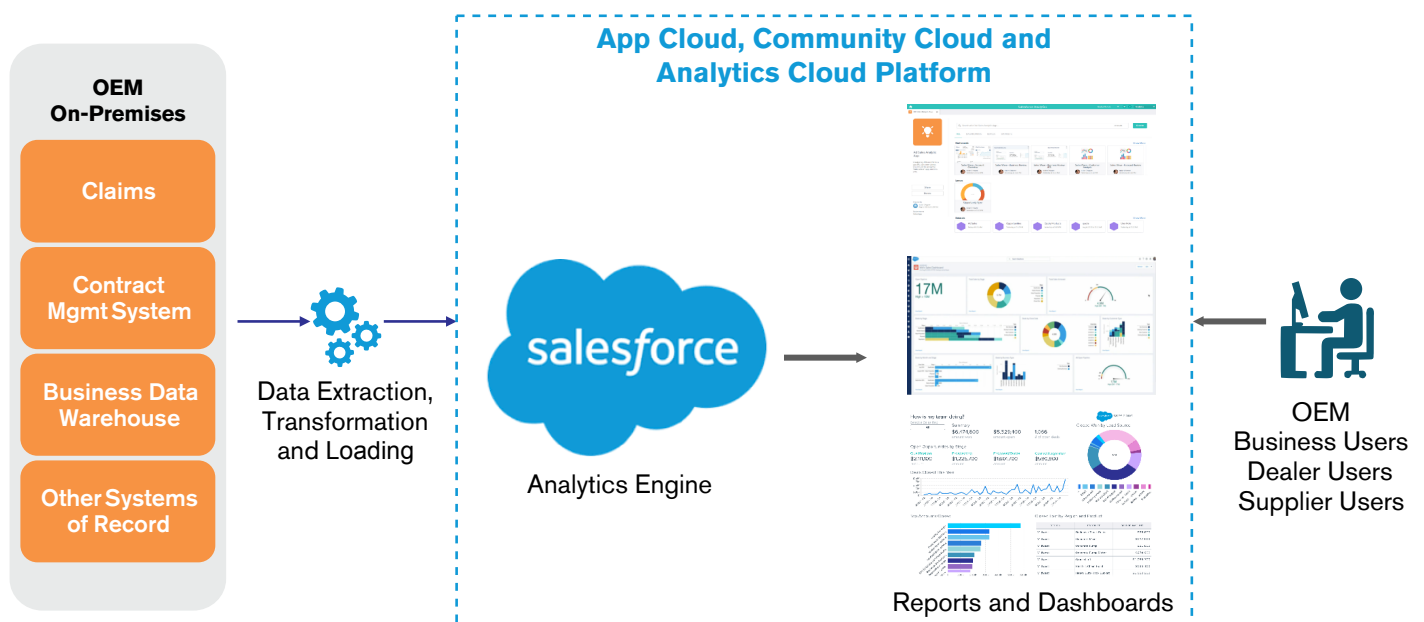
In addition, the inherent complexity can lead to significant challenges when trying to promote collaboration by integrating these critical systems with your network of dealers and suppliers.

Syntel's Solution

To address these challenges with a modern, flexible approach, Syntel has created a comprehensive warranty management and analytics solution built on the Salesforce platform. This cloud-based solution enables dealers, suppliers and OEMs to collaborate and interact via a community portal, where they can create warranty policies, review coverage details and reimbursement terms, share information, and resolve queries and issues raised by dealers.

Data is acquired from sources including OEM on-premises systems and data warehouses, then imported into Salesforce Analytics Cloud and analyzed according to pre-defined business rules. Functionality like product registration, dealer management, policy management, campaign management and supplier management can be rapidly built and customized with the Salesforce platform.

Solution Overview



SYNTEL'S SALESFORCE PRACTICE

- Salesforce Silver Partner
- Successfully delivered 150+ Salesforce projects
- 1,000+ reusable test automation scripts for shorter build times
- Dedicated CoE with over 125 Salesforce Certified Professionals
- Strong governance and project management capabilities

Solution Features

- Requires no capital expenditure on server hardware and software
- Highly scalable, highly available cloud-based platform
- Applications can be accessed on the web, or from any device supported by the Salesforce app
- Rapid application development significantly reduces time-to-market
- Flexible pay-per-user license model
- Integrates data storage and visualization on a single platform, eliminating the need for a separate data visualization tool

Business Benefits

- Single platform for better collaboration between OEMs, dealers and suppliers, eliminating integration issues, and improving claims processing time for faster settlement
- Highly engaging UX and modern data visualization for better user adoption
- Business users can easily perform advanced analytics to “slice and dice” data for better business insights
- New features can be rolled out faster than traditional development platforms like Java, NET, Cognos or Business Objects
- No need for separate on-premises deployments of ETL, BI and databases, which reduces cost, simplifies the technology landscape, reduces complexity, support requirements, and setup / deployment time
- The analytics solution can be used separately if the OEM opts to continue using a legacy warranty management system

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.

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