



Leveraging Warranty Analytics for End-to-End Information Lifecycle Management

Whether your concern is high warranty costs caused by poor product quality, an increase in claims, or reducing payouts for fraudulent warranty claims, effective data analysis can hold the key to making informed decisions and bringing stability and efficiency to your warranty process.

Warranty expenses for any manufacturer vary between 1.5% - 3.5% of their revenue (Warranty Week, Oct 2017), and Syntel's Warranty Data Analytics services leverage valuable insights from data to take proactive steps to reduce warranty costs, reduce payouts for fraudulent or illegitimate claims, and continuously improve your business.

With the increasing complexities of today's digital businesses, the volume of data and information is growing exponentially. In this environment, manufacturers must be able to employ Big Data analytics to find hidden relationships between data variables and key business metrics. The insights generated can be used to make better informed business decisions and continuously increase operational efficiencies.

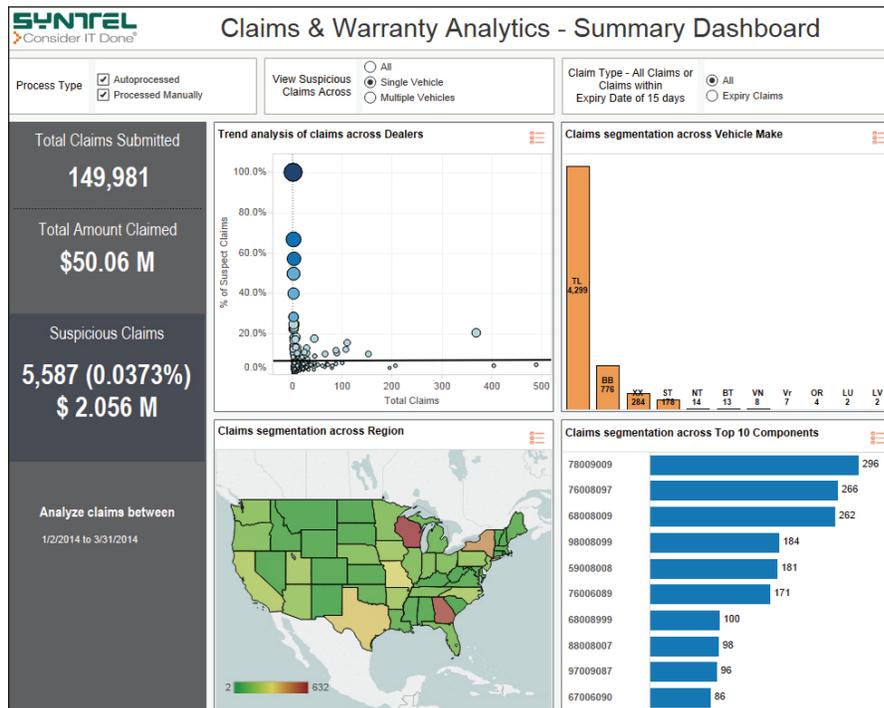
Syntel's Warranty Data Analytics services employ techniques like data mining, text mining, social media analytics, cluster analysis, regression analysis and correlation analysis to enable our clients to identify trends, patterns and anomalies in their warranty data.

This analytics driven business engine helps manufacturers instantly detect and capture claim fraud, and react with appropriate remediation measures, enabling proactive and planned solutions for unknown circumstances. The end result is a warranty cost reduction of up to 20%.

According to 2017 data from Warranty Week, up to 15% of total warranty expenses are due to fraudulent claims.

SYNTEL'S WARRANTY DATA ANALYTICS CAN:

- Identify fraud by flagging typical behavior through advanced analytical algorithms
- Segment and analyze claims based on component, make, dealer, vendor, VIN, root cause and geographical region
- Segregate claims into genuine, suspicious and fraudulent categories
- Provide a clear, transparent insight into the entire customer lifecycle through charts and data visualization
- Enable real-time reporting of key business metrics
- Slice and dice data across individual parameters by using configurable data analysis tools



TOOLS & TECHNIQUES

- **Map-Reduce** –Hadoop programming model for structured data and computation
- **R tool** – Open source analysis tool for statistical modeling
- **MS Excel** – Data cleaning, formatting and basic calculations
- **Tableau** – BI reporting tool for data visualization

Business Benefits

- Identifies suspicious claims in the existing set of processed claims
- Proactively identifies likely fraudulent claims in real time
- Minimizes revenue loss by reducing the overall number of claims
- Creates operational efficiencies that enable enterprises to better control warranty expenses
- Product component failure feedback for product design improvement
- Uncovers valuable insights to improve and optimize warranty performance
- Increases customer satisfaction through improved quality, reliability and safety of vehicles and processes

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

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