



# 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 2–5% of their revenue, 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.

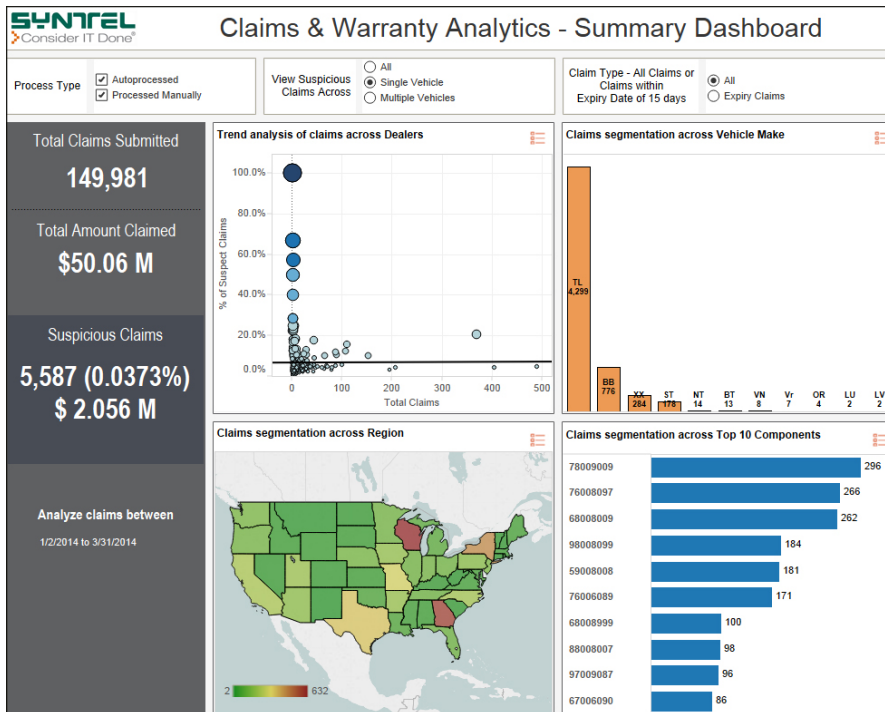
Syntel's Warranty Data Analytics services employ techniques like data mining, text mining, social media analytics, cluster analysis, regression analysis and correlation analysis to enable our clients to identify trends, patterns and anomalies in their warranty data.

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 **Warranty Week**, approximately 10% to 15% of manufacturers' total warranty expense is due to fraudulent claims.

## SYNTEL'S WARRANTY DATA ANALYTICS CAN:

- Advanced analytical algorithms identify fraud by flagging typical behavior
- Claims segmentation and analysis based on component, make, dealer, vendor, VIN, root cause and geographical region
- Segregates claims into genuine, suspicious and fraudulent categories
- Charts and data visualization provide a clear, transparent insight into the entire customer lifecycle
- Real-time reporting of key business metrics
- Configurable data analysis tools to slice and dice data across individual parameters



## 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

## Key Features

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## 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
- 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 “Two Speed World”** - 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 global provider of digital transformation, information technology and knowledge process services to Global 2000 companies. Syntel's mission is to create new opportunities for clients by harnessing our passion, talent and innovation. We combine technology expertise, industry knowledge and a global delivery model to drive business value creation. Syntel's “Customer for Life” philosophy drives our relentless focus to build long-term, collaborative client partnerships.

To learn more, visit us at: [www.syntelinc.com](http://www.syntelinc.com)