



Improving Profitability with Syntel's PLM and SLM Practice

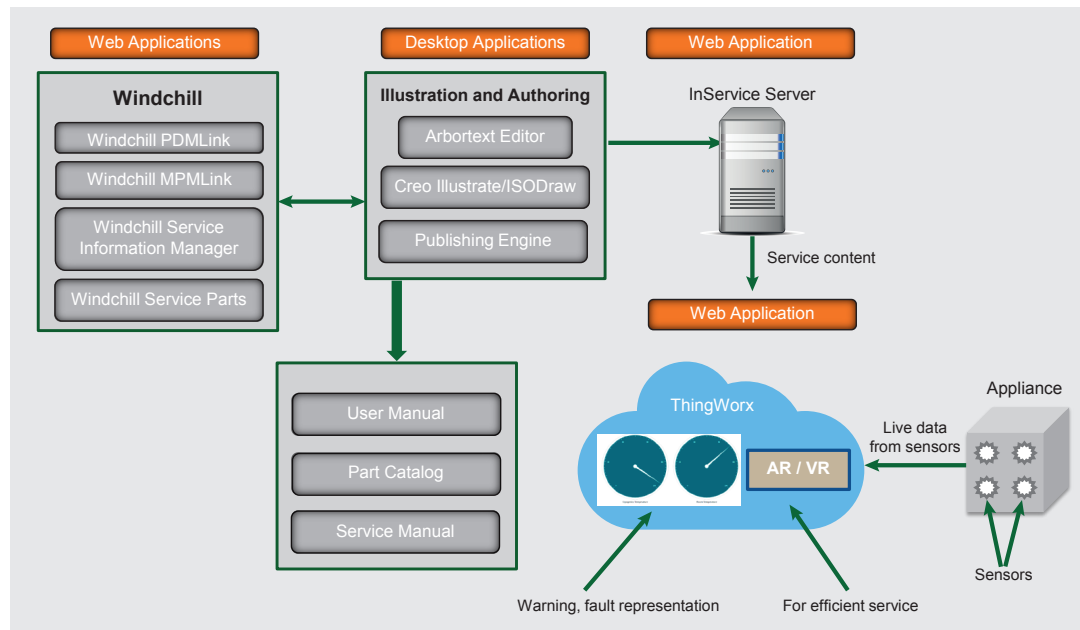
■ **Achieving growth and new sources of income is a matter of competitive necessity for today's product-oriented companies. Improving profitability hinges on minimizing warranty claims and optimizing aftermarket service. The industry is burdened with underperforming field services that lack centralized system for service content and service knowledge.**

Today's manufacturers must control spiraling logistics and inventory costs, and improve the integration of decision-making systems to enable real-time control over field and parts. To compete effectively, you need a tool that offers greater control and management of your service business.

Syntel's Solution

Syntel's Engineering and Product Lifecycle Management (PLM) practice has developed a robust solution for **Service Lifecycle Management (SLM)** that can help your enterprise overcome issues of huge warranty costs, inventory control, and other service and warranty operations issues. Syntel's SLM tool minimizes warranty claims, resulting in lower service costs and significantly improving profitability.

SLM tracks the complete record of a product's performance throughout its serviceable life. This includes information pertaining to inventory, warranty costs, product defects, resource utilization and location, service content and service knowledgebase. OEMs leverage this information to create a continuous cycle of service and product improvements.



Overview of the Solution

Syntel's expertise in SLM helps clients optimize productivity and efficiency by integrating product data management system with part list, catalog management, warranty management, service content, service knowledgebase and part pricing.

SLM enables seamless integration of systems to maintain data consistency. The integrated system improves the traceability, visibility, reporting, and approval process.

KEY DIFFERENTIATORS

- Experience handling Service Lifecycle and Warranty Management portfolio for a leading truck manufacturer
- Strong technology and domain knowledge
- Minimal customization and maximum OOTB features utilization for improved performance and easy upgrade and migrations
- Training and knowledge transfer for key client staff
- Industry-standard best practices
- Service knowledgebase to leverage field information for product improvement
- Syntel's SLM is driven by leading technologies like Java, Web services, Integrators, IoT (Thingworx, Kaa) and ServiceMax

WHY SYNTEL?

- Strong practice for PTC® product suite and strong implementation abilities
- Experience implementing warranty management and integrating 4CS with financial systems, product data management and part pricing management systems
- Capability to integrate SLM solution with product development system
- Syntel's PLM Practice follows Agile project management methodology to maximize value creation
- Global Reach: Offices in North America, Europe and Asia
- Flexible onsite-offshore global delivery model

Syntel's SLM solution is comprised of the following modules, which can be deployed independently or in any combination:

- Warranty Management
- Service Parts Pricing
- Service Parts Management
 - Electronic Part Catalogues
 - Service Contents
 - Service Part Logistics

Syntel has expertise in a wide range of SLM platforms from the leading providers in the industry. Our deep domain and IT expertise enable seamless integration and implementation of SLM to help you better plan and manage your service resources.

Business Benefits

Syntel works with clients to enable them achieve cost benefits and streamline their processes.

Some of the business benefits of Syntel's SLM services are:

- Up to 15% decrease in inventory with reduction in spare part manufacturing cost
- Real-time visibility into repair yield rates for optimizing the mix of new and repaired parts in stocking plan
- Repair depots can access Bills Of Materials for asset-specific service guidance, leading to low repair yields and fast turnaround time
- Decrease average time to repair
- Increase first-time fix rate
- Improve technician productivity
- Reduce service visit travel costs
- Outcome-based services
- Decreased system downtime

Syntel's SLM is an integrated solution for entire product lifecycle. It improves the information traceability and leverages the information to maximize value creation for users.

Delivering Excellence



Challenge

- Managing cost impact of warranty claims, (2-4% of revenue) while ensuring customer satisfaction with adequate after sales support applications



Solution

- Comprehensive warranty management services comprising application development/ maintenance, Business Intelligence, predictive analytics, Knowledge Process Outsourcing & Service Lifecycle Management (SLM)



Benefits Delivered

- Entire warranty applications portfolio managed by Syntel, enabling the client to focus on core business
- Up to 30% reduction in warranty support cost, with 86% reduction in claim processing time
- Increased flexibility to provide integrated as well as individual service offerings like of AMO, BI/Analytics, KPO and product design optimization