Problem

Nortek had an almost entirely manual process, from intake of claims, to looking up sales orders in various ERP solutions to determine serial numbers, warranty and service parameters (manufacturer's warranty, extended warranty, service contract, etc.) to approving the budget, scheduling the work, and closing the cases.

- They had no visibility into the full population of warranty claims, these were often in an exchange mailbox or a voice mailbox

- There was no means to aggregate or estimate the potential costs of warranty claims outstanding

- Many claims would get stuck somewhere along the way, resulting in customer dissatisfaction and unnecessary fire drills

- Costs of closed claims could not be categorized by the underlying root cause, or charged back to cost centers based on such a determination

The project team used a combination of out of the box functionality and custom translations to deliver a system that met the needs of a global organization.

Solution

Nortek's service department was able to easily create cases, locate purchase and warranty information, and process claims through a seamless workflow. The solution ensured that all warranty claims were documented, agreed by all parties, and approved within established business rules and approval limits. Capturing key data during the process allowed management to understand root causes for warranty claims, assign costs to the responsible departments, reduce revenue leakage for billable services provided, and track all cases from inception through closure.

- Process improvement – 40% more efficient processing of warranty claims

- Cost management – 100% visibility into the claims pipeline, 75% better predictability of ultimate claim costs

- Reporting improvement – Full transparency into root cause determinations, enabling departmental accountability and targeted quality control efforts to improve product quality

- Leadership is confident that warranty claims expenses are accurately reported, and they have the means to control and decrease those costs over time

For more information on this Client Use Case, please contact David Friedrichs at DFriedrichs@mailctp.com.