

Clear Warranty Claims Faster



Benefits:

- Unlock working capital
- Reduce labor costs
- Accelerate reimbursements
- Get ahead of product recalls

Eliminate Delays in Warranty Claims with InterSystems

Lags in warranty claims resolution occur due to manual assessment processes. Customer claims data requires transformation and normalization, and it takes time to collect plant quality data (like corrective action implementation dates) for validation. Other causes include complex manual workflows, the need for manual data entry and file uploads, and disparate data systems that require integration. It typically takes several weeks from receipt of initial customer claims until problem solving is initiated—time that could be spent solving the problem and preventing future claims.

InterSystems Supply Chain Orchestrator™ is an AI-enabled supply chain decision intelligence platform built to solve your supply chain problems. It unifies disparate data sources by providing a real-time connective tissue—with built-in predictive and prescriptive analytics—that's complementary and non-disruptive to your existing infrastructure.

InterSystems Data Studio™ delivers unified and timely data, empowering supply chain practitioners to make better decisions faster. This low-code, self-service data gateway makes it quicker and simpler to integrate, harmonize, and normalize disparate data and deliver it to the right consuming users and applications at the right time and in the proper format.

Why Streamlining Warranty Claims Matters

Streamlining warranty claims has a significant impact across multiple facets of the business, from supply chain to operations. The benefits of streamlining this process can be seen in both financial and customer service KPIs.

But streamlining warranty claims is easier said than done. There are significant data challenges that hinder the process. These include data lags, inconsistent data reporting, missing or incomplete data, unstructured text data, and data quality issues. There are additional challenges that auto manufacturers face in their warranty claims processes including vehicle technology complexities, evolving component reliability, usage, and environmental factors, supplier inconsistencies, and changing regulations.

InterSystems Supply Chain Orchestrator integrates disparate data sources, delivering unified and accurate data to optimize the warranty reserve process. InterSystems Data Studio serves as the front-end data gateway to harmonize and onboard data to Supply Chain Orchestrator. These complementary technologies enable faster data integration, harmonization, and sharing across supplier networks.

Business Value at a Glance

Unlock working capital: The longer a claim remains open, the longer money is tied up in accounts receivable.

Reduce labor costs: Delayed claims require more employee time to manage, which increases labor expenses.

Accelerate reimbursements: For both manufacturers and their service providers, a slow claim process means delayed reimbursement for repairs and parts.

Get ahead of product recalls: Warranty data lags prevent manufacturers from getting ahead of a significant problem, which could turn into a global recall of a product or component.

Why InterSystems

For over 45 years, InterSystems has helped businesses unlock value from data – quickly, safely, and at scale. Our AI-enabled supply chain decision intelligence platform predicts disruptions before they occur, and optimally handles them when they do, so you will be ready to manage the unexpected with confidence. It includes a real-time data gateway that unifies disparate data sources, and a set of next-generation supply chain solutions that complement your existing technology infrastructure to accelerate decision making and time to value, driving efficiencies throughout your entire supply chain.

For more information, contact Mike Betts: mike.betts@intersystems.com

Visit the [InterSystems supply chain](#) page or contact us today to explore how we can support your organization's data journey.