SAP WARRANTY MANAGEMENT

Challenge

• Part warranty across regions differs in rules, processing, and account determination making system maintenance difficult and resulting in errors.
• Changes to warranty part prices are difficult in a non-enterprise system and correlations of data used in spend analysis, quality management, supplier data, and others are difficult, inaccurate, or not multidimensional.
• It may even require manual cut-and-paste of data into Excel for C-level reports.
• Accounts payable is batched monthly leading to challenging, complex, and timely month-end closures which could result in large amounts of money to be grouped into a general offset account to close the month.
• Staff turnover can lead to knowledge gaps and manual processing errors. Original system subject matter experts are exiting and the trend will accelerate in the future.

Solution

Infosys warranty management solution

End-customer
• Reports incident / recall

Dealer
• Diagnose incident (Structured diagnostic analysis)
  • Performs service request
  • Submits warranty claim
  • Returns parts
  • Receives warranty claim reimbursement
• Contacted by dealer for support
• Receives warranty claim
• Preliminary validation of claim

NSC
• Validates warranty claim (Optimize and automate claim validation)
  • Requests parts to be returned from dealer
  • Inspects parts
  • Approve and credit dealer for reimbursement
  • Performs dealer audits and reviews in the field

OEM
• Receives warranty claim
  • Validates warranty claim
    • Optimizes and automates claim validation

Supplier
• Investigates problem parts
  • Corrects problem parts
  • Reimburses OEM per contract(s)
    • Warranty sharing and supplier chargeback automation
    • Submits government compliance reports

Government
• Issues reporting recall requirements to OEM and suppliers

Warranty EOS transactions processing

Holistic information management infrastructure (HIMI) engine and metadata

mySAP ERP

ETL

SAP NetWeaver BI

Warranty analytics and EWS

Integration frameworks

External applications

Supplier interfacing applications

Integration frameworks

OEM enterprise applications - Vehicle / Parts / Labor / Financial accounting / Campaign management / CRM / Dealer / Third party underwriters

Customized to applications’ portfolio (Web services / FTP / SQL / Others)

Infosys solutions components

Integration framework

Dealer management systems (remote)

Warranty ERP

OLTP

OLAP

Integration framework

mySAP ERP

Early warning and analytics

Integration framework

Integration framework

Infosys warranty management solution
Together let us leverage your existing SAP and implement warranty management into a central system.

For more information, contact askus@infosys.com