JOHNSON CONTROLS TRANSFORMS USER EXPERIENCE WITH A HIGH-PERFORMANCE WARRANTY MANAGEMENT PLATFORM

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Johnson Controls International (JCI) is a multinational corporation producing systems and digital solutions to make buildings smarter with products which include fire, HVAC, and security equipment.

The company's Warranty Business group used an archaic AS/400 system that could not keep pace with evolving warranty and claim processes for digital consumers.

Our SAP Delivery team, along with Center of Excellence, evaluated the legacy system and found that it lacked flexibility and integration capabilities, and required frequent manual intervention.

KEY CHALLENGES

The warranty portal was constrained by several factors:

- inaccessible across devices
- lacked visibility into multiple equipment
- absence of real-time reporting

OUTCOME

Unified customer experience
Our platform provides customers with a warranty claim experience across products

Holistic warranty
The system delivers a comprehensive warranty solution, including access to historical claim information, and extended warranty as well as coverage

Customer-centric
The solution enables the company to become more responsive to customers with real-time warranty disposition facilitated by access to billing (credit and debit) information

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SAP'S S/4 GLOBAL WARRANTY PLATFORM IMPROVES CUSTOMER EXPERIENCE

Infosys replaced the AS/400 system with a SAP S/4 global warranty platform solution. Our team simplified factory warranty processes and enabled a convenient customer experience for B2B and B2C users, comprising dealers, distributors, and branches.

Our team devised an end-to-end centralized warranty process, leveraging SAP UI5 / Fiori with S/4 HANA Data Model, and applying Agile methodology.

Our data science professionals loaded claims information of 20 years into the HANA BW system as part of the data migration. Live data was migrated from the legacy system to SAP systems using data migration tools such as SAP IDocs, and SAP BODS. Our platform enabled real-time reporting using analytics of historical data.

OMNCHANNEL SOLUTION SIMPLIFIES WARRANTY PROCESSES FOR A SEAMLESS DIGITAL CONSUMER EXPERIENCE

- Advanced front-end system provides persona-based functionality controls

- Implemented best practices in UI / UX

WE DID THIS FOR THEM. WE CAN DO IT FOR YOU.

Find out more about how Infosys can make user experience for your business by reaching out to us at askus@infosys.com

For more information, contact askus@infosys.com

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