

WarrantyCONNECT™

Post-Sales Dealer Service Claim Processing



WarrantyCONNECT™ is an MCA Connect Power Solution that provides manufacturers with capabilities within Microsoft Dynamics 365 to manage post-sale warranty claim processing.

The solution supports the tracking of one or many warranties against a finished good item and the claims processing for field-based dealers that are performing warranty service. In addition, our Warranty Registration & Claims Solution automates their submission for reimbursement.

Why Do You Need WarrantyCONNECT™?

WarrantyCONNECT™ provides value to manufacturers that sell a finished item with one or more warranties that cover performance post-sale. If these services are provided by a dealer network, they'll need to access build information and record warranty services performed in the field. The dealer typically performs the repair, then processes a claim and updates a Bill of Material for the finished unit. Simultaneously, they'll need to process the necessary data to get reimbursed for the services performed. Now, our Warranty Registration & Claims Solution can automatically manage this process for you.

Key Features of WarrantyCONNECT™

- Multiple Warranty Types
- Warranty Validity Periods
- Dealer Contract Agreements
- Flat Rate Codes
- Dealer Claims Pre-Approval and Approvals



Less Manual
Analysis



Lower
Manufacturing Costs



Faster
Reimbursement

WarrantyCONNECT™ Helps Manufacturers Manage:

- Standard Warranty Terms
- Standard Approved Claim Codes with Time-Based Tolerances by Repair Code
- Varying Contracts with Individual Dealer Reflecting Agreed Upon Rate Reimbursements
- Dealer Pre-Authorizations Confirm Warranty Validity
- Dealer Claims Tracking; Enabling Reimbursement Claims with Minimal Manufacturer Data Maintenance

Why Choose WarrantyCONNECT™?

WarrantyCONNECT™ provides a modern platform for manufacturers to manage the data-intensive manual processing of warranty claims, fully automate the process, and integrate them within Dynamics 365.

Typical Manufacturing Use Cases for WarrantyCONNECT™:

- Manage the relationships with the dealer network
- Centrally manage rules for varying repair types
- Optimize warranty personnel enabling them to manage a small percentage of what they review today
- Gain greater insight into what types of failures are taking place in the field and take proactive steps to eliminate them

The Results?

20%

Increase in Efficiency

Less time spent managing warranty claim process

40%

Increase in Turnaround Time

Quicker, more accurate claims processing, raising dealer satisfaction and lowering internal costs.

40%

Fewer Phone Calls

The system automatically keeps dealers up-to-date with authorizations and reimbursements

ABOUT MCA CONNECT

MCA Connect is a global systems integrator focused on manufacturing, energy and service verticals. We deliver and support operational transformation to help clients achieve a competitive advantage. By combining product and industry expertise with proven strategic methods, MCA Connect consistently delivers innovative solutions that help clients realize their vision.

