



Service & Warranty Tracking System

Systems Design & Implementation

When a major manufacturer needed help developing a warranty claim processing solution, they turned to Information Advantage for leadership. We met the challenge of understanding a multi-faceted business process not understood by many.

Defining Requirements

Information Advantage led cross-functional teams, bringing together representatives and experts from several different business units. By analyzing the existing warranty process and gathering input from all areas, Information Advantage designed and developed a comprehensive solution. Prior to conversion, we mapped the legacy warranty data to the new system and tested to assure none of the historical quality data slipped by.

Business and Technical Leadership

Our staff possesses an invaluable combination of in-depth business and technical knowledge, plus an ability to lead. Working closely with our client's ERP vendor, we defined and then communicated technical requirements for the new system. When the time came to install the new system, we carefully coordinated the I/S technical resources.

Solving Complex Business Problems

The project was complex – involving payments to its distributors for replacement parts, multiple shipments when parts weren't available and credits for equipment repair labor charges. Now the new system handles all of these items automatically and with ease.

Implementation and Results

Our client's new system was up and running smoothly on day one. To date, not a warranty service file has been missed. And thousands of service files have been written since.

"Many different operating units, all with unique requirements, made the solution to our service and warranty administration problem look quite difficult indeed. Information Advantage, Inc., worked with the real users of our service/warranty system to learn and understand what they really needed. Good definition has led to an integrated business system that our people are quite happy with."

Vice President/General Manager