

Warranty Service Management



Challenges

Warranty Experience Transformation for Providers, Servicers & Customers

Companies that offer warranty services face many challenges, from maintaining records and dispatching to closing out repair orders for invoicing. In addition, there are disparate IT systems to manage and thousands of independent technicians (contractors) to dispatch for maintenance/repair warranty items. Consumers expect more from their warranty, with easier access to repairs and replacements. They also want clearer communication with service providers and quicker turnaround on job completion.



CSG Warranty Service Management Solution

Streamline Warranty Management with Cloud-First Platform

CSG Warranty Service Management is a Software-as-a-Service (SaaS), cloud-based platform that enables companies to offer “contactless” warranty processing for their customers. With CSG Warranty Service Management, clients can optimize the claim process, dispatching and vendor diversification and significantly reduce cost while maximize customer retention and brand loyalty. Automate the entire warranty processing workflow and minimize human interaction, from the initial call into the call center to the issuing of the invoice.

Benefits

CSG Warranty Service Management automates and transforms business processes and maximize customer satisfaction, retention and brand loyalty.



COST REDUCTION

Reduce costs by streamlining and automating time-intensive tasks, and simplifying each step of the warranty lifecycle



GROW & STRENGTHEN PARTNERSHIP PORTFOLIO

Your partners and end users can easily use the solution to meet customers’ requests efficiently without switching between applications.



TRANSFORM THE TOTAL EXPERIENCE

Let servicers, dealers, customers easily engage, resolve issues and deliver an outstanding user experience through a centralized platform



MAKE FASTER, SMARTER DECISIONS

Identify business problems, predict risks and drive intelligent decisions with real-time multi-sourced data visibility

CSG Warranty Service Management on AWS

CSG Warranty Service Management leverages the cloud-native properties of AWS for a secure, reliable, and scalable offering. Companies offering warranty services need a highly flexible solution that assigns the right resource in real time to quickly meet customers' expectations. As a fully hosted, multi-tenant, SaaS solution architected on AWS, Warranty Service Management scales when volumes fluctuate, allowing for efficient and cost-effective management of network resources.

Features



Scalability without Downtime

CSG Warranty Service Management is built on AWS Public Cloud, enabling you to quickly service your customers, launch new warranty services and grow your partner and vendor network. The solution elastically scales when volumes fluctuate and is designed to support live updates without the need for downtime. Warranty Service Management on AWS eliminates the need for large upfront capital expenditures, lowering operational costs.



Resiliency and Global Reach

The AWS Cloud operates across 42 availability zones (AZs) within 16 geographic regions. This enables Warranty Service Management to be delivered from an AWS region close to the actual location of operations and comply with data sovereignty regulations or requirements. The solution is resilient by design—it is highly available and geographically distributed across multiple AWS AZs to help ensure a fail-proof environment.

Case Study: New Leaf Service Contracts, Inc.



Challenges

Two thirds of customers attempt to resolve their own problem prior to engaging support. Customers expect & demand prompt resolution when they request support. With today's labor shortage crisis, New Leaf realized they needed to invest in the customers' evolving expectation of a faster, seamless and connected experience. If their Customer Experience (CX) fell behind, brand loyalty and profitability would simultaneously fall.



Solution

CSG Warranty Service Management connected the management of retailers, contracts, customers, claims and repair service providers in one place, exponentially improving their customers' holistic journey. The solution optimized New Leaf labor resources (Contact Center, Dispatch, Technicians and Finance) in a unified interface while provided real-time data to identify problems and determine the best business actions.



Results

CSG Warranty Service Management helped New Leaf increase their labor productivity by 15% and a 20% higher First Call Resolution rate. They doubled their dispatcher-technician ratio and boosted customer satisfaction scores. CSG Warranty Service Management cloud-platform positions New Leaf to continue to innovate and refine CX, leveraging A.I., predictive models and remote visual support.

Get started with CSG solutions on AWS

Visit WWW.CSGI.COM or contact csg-strategicalliance@csgi.com to learn more about the solution