



TOGETHER, YOU WIN.

# SERVICE CONTRACT MANAGEMENT

IMPROVED VISIBILITY,  
SIMPLIFIED PROCESSES,  
REAL-TIME DATA—  
ALL IN ONE VERSATILE PLATFORM



# SERVICE CONTRACT MANAGEMENT

## YOU DON'T HAVE TO BE IN THE DARK

Consumers expect more from their warranty service. Easier access to repairs and replacements. Clearer communication with service providers. Quicker turnaround on job completion. And you need to know that you are delivering on those expectations.

But as the warranty provider, you're too often left in the dark, waiting for your contracted servicer to complete the job on time—or not.

Customer Requests Service	Servicer Dispatched	Servicer Contacts Customer

Servicer Arrives on Site	Servicer Completes Job	Servicer Invoices Job

What if you could track and manage the entire warranty lifecycle, from the sale of the warranty to claim adjudication and payment for service?

**CSG Service Contract Management (SCM)** lets you do all that, and more, in a single, cloud-first application. SCM is an easy-to-use platform that consolidates service contract information and streamlines your processes end to end. SCM can help you:

- Deliver great, consistent end-consumer experiences
- Strengthen your service provider networks and partnerships with dealers
- Acquire greater visibility into all angles of your warranty business

## GAIN END-TO-END INSIGHT INTO YOUR WHOLE SERVICE EXPERIENCE

SCM keeps everything in one place. No more switching between applications.

Your dealers use SCM to easily import the service contracts they sell. When your customers contact you, your agents use SCM to pull the information you need about them and their warranty, adjudicate the claim, and then assign their job to a servicer.

Servicers use SCM to keep you apprised of their location, jobs and job status, as well as send expense requests for parts orders. If your servicer is using a field service routing or scheduling platform (such as **CSG Field Service Management**, **ServicePower** or **ServiceBench**) SCM can integrate into it to provide you automated updates on their jobs. With these integrations, the platform can view servicer capacity and automatically book jobs: no human communication between warranty provider and service provider required.



## USE BUSINESS INTELLIGENCE TO MAKE QUICKER, SMARTER DECISIONS

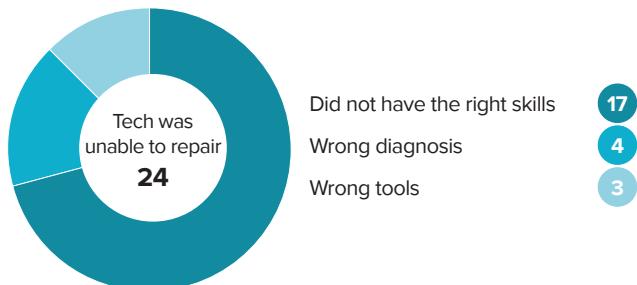
Making decisions around pricing, products and processes requires measurement and management of risk and uncertainty data. But for most warranty providers, predicting risk and visualizing real-time data and other key information is slow and expensive.

SCM includes a business intelligence (BI) tool that gathers data from multiple sources and delivers it in a consolidated visual, easy-to-read platform. Its real-time reporting functionality puts core service contract KPIs at anyone's fingertips, and it's accessible and usable for technical and non-technical users alike.

Here's an example of what the BI tool can help you uncover. Suppose you have an 87.5% FTFR. What's happening with the other 12.5 percent of jobs, which require you to roll a truck a second time? And how can you reduce this cost? You can start by drilling down into reason codes.



You can see there were 24 jobs where a tech was unable to complete a repair. Now you can address this with training, mentorship/coaching programs with senior techs, etc.



SCM's BI tool can help you answer a multitude of questions in your warranty business. Where should you make pricing adjustments, and by how much? Which products should you expand into, or shift away from? SCM's real-time data reporting eliminates guesswork from the decisions that determine success.

## REDUCE COSTS BY STREAMLINING AND AUTOMATING TIME-INTENSIVE TASKS

SCM simplifies each step of the warranty lifecycle with functionality that lets you:

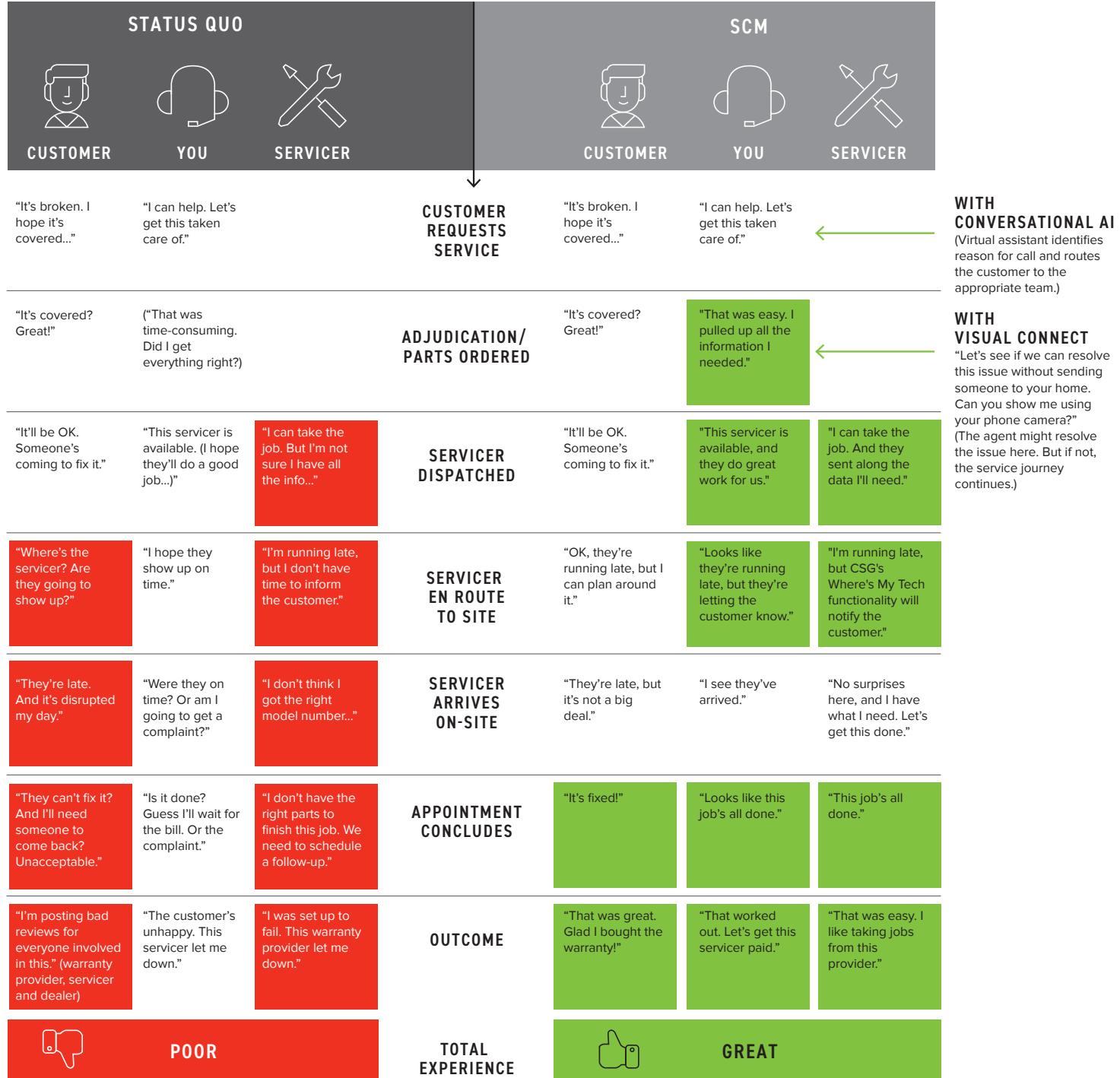
- Sign up customers for warranties on purchased products and store the dealer information for them
- Easily locate a customer's contract and coverage information by searching their name or contact number, as well as their contract, model and serial numbers
- Manage different dealer rate profiles, configuring fees for each dealer that vary by contract or SKU
- Store comprehensive servicer information, including service area, availability and rate schedule
- Set preapproval limits on parts, labor and drive time expenses for servicers
- Configure bonuses for servicers to drive demand for certain jobs
- Simplify your accounting on the front end and back end by exporting service contracts when dealers make the sales, and exporting invoices when servicers bill the jobs.
- Execute seamless parts management, from inventory to one-click ordering
- And more



## TRANSFORM THE TOTAL EXPERIENCE

When you have all the information you need at your fingertips, and can communicate it easily with other parties, it doesn't just improve the customer experience. It transforms the total experience for warranty providers, servicers, dealers and ultimately, end consumers.

### SEE THE DIFFERENCE SCM CAN MAKE IN THE SAME END-TO-END SERVICE JOURNEY

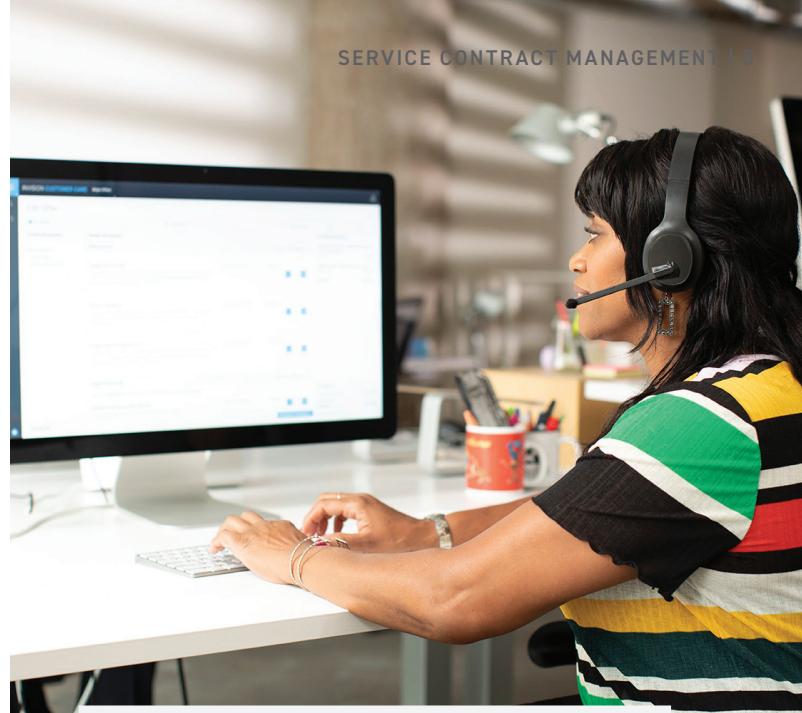




## A FUTURE-READY PLATFORM THAT GROWS WITH YOU

Customer expectations will keep rising, but SCM's versatile, cloud-first platform can help you keep pace. CSG offers a suite of solutions that help you provide an outstanding customer journey, including:

- **Conversational AI** to assist customers via interactive voice response (IVR), text or web chat
- **Augmented reality (AR)** that lets the customer use their phone camera to verify product damage or issues to the customer service agent, who could even remote troubleshoot certain issues
- **CSG Field Service Management** to optimize servicer scheduling and routing and send the customer automated appointment updates
- **Communication solutions** that let customers, dealers and servicers connect with you anytime on the channel they prefer, whether it's voice, email or text
- **Billing and settlement solutions** that simplify transactions with dealers and servicers
- **Payment solutions** that let you accept payments through any channel
- We even have the ability to **design, print and mail** hard copy invoices, statements and marketing materials from our four state-of-the-art printing.



**SCM MAKES IT EASIER FOR YOU TO DO BUSINESS, AND FOR CUSTOMERS, DEALERS AND SERVICERS TO DO BUSINESS WITH YOU. WHEN YOU USE A PLATFORM THAT ELEVATES THE TOTAL EXPERIENCE, EVERYONE WINS.**

## ABOUT CSG

For more than 35 years, CSG has simplified the complexity of business, delivering innovative customer engagement solutions that help companies acquire, monetize, engage and retain customers. Operating across more than 120 countries worldwide, CSG manages billions of critical customer interactions annually, and its award-winning suite of software and services allow companies across dozens of industries to tackle their biggest business challenges and thrive in an ever-changing marketplace. CSG is the trusted provider for driving digital innovation for hundreds of leading global brands, including Airtel Africa, América Móvil, AT&T, Charter Communications, Comcast, DISH, Formula 1, Hutchison 3 Indonesia, Inmarsat, Mastercard, Maximus, Mobily, MTN, New Leaf Service Contracts, State of California DMV, TalkTalk and Telstra.

To learn more, visit our website at [csg.com](http://csg.com) and connect with us on [LinkedIn](#) and [Twitter](#).