



## LeenTech's online warranty management system

If you are a manufacturer and use a dealer network to distribute your products, then you will want to have good control of your warranty claims. Left uncontrolled warranty costs can spiral and affect the profitability of your business.

LeenTech's LeenWarranty system is a web based management system which scales to the size of your business and allows you to effectively resolve, manage and measure critical metrics for optimising costs arising from warranty claims. It can also extend using LeenFRACAS (Failure Reporting Analysis Corrective Action System) to your supplier network so that warranty claims arising from outside suppliers' quality issues and costs recovery can be effectively managed. Further modules can be added such as LeenRecall; a campaign bulletin management tool used for product recall and dealer advice.

## Global Dealer support



### LeenWarranty supports Worldwide dealer networks.

Using standard Internet browser technology, supporting: Google Chrome, Apples Safari, Microsoft Internet Explorer, Firefox, and Opera.



It requires minimal internal IT support and no new equipment. The system can be securely accessed from anywhere in the world via the Internet 24/7. LeenTech's help desk will support the manufacturers and dealers internationally and directly where required.

### Improve Dealer and supplier relationships

Using LeenTech's web application means everyone is working from the same data and the process is transparent to all sides. Allowing dealers and suppliers to work with the manufacturer to solve problems and reduce misunderstanding through improved communication.



### Multi-currency submitted warranty claims

Allows claim to be submit in multiple currencies and converted back to a base currency e.g. USD, GBP, Euro etc.





- ▶ Parts prices list, allows for multiple region prices, discounts and historic pricing.
- ▶ Credit notes raised individually for each claim or by monthly reports for each dealer.

## Registration/Commissioning on line

- Products can be instantly commissioned/registered online by the dealer network.
- Calculates Warranty period from Registration/Commissioning date integrated with warranty claims and Product database.

## Product database

- ▶ The database records all products manufactured. Dealers and manufacturers can check that Serial Numbers are valid and use the database to check details of the product online.
- ▶ Automatically checks that products sold are within standard or extended Warranty when claim is submitted.

## Reporting

### Fault Reporting - Diagnosis and rectification

“Warranty data is often collected in some detail, but it is not accessible to management and engineers easily.”



“Timely and detailed warranty data is critical to rectifying design and product failures quickly” “Increased productivity and ease of management is critically to an efficient warranty system.”



- Fault reporting – up to 10 different fault types can be set up for claims.
- LeenTech can integrate with ERP systems such as SAP using Web Services.
- Flexible reporting – using CSV exports to create your own reports using BI tools or Excel/Microsoft Access. Excel/MS Access is a common skill in most IT departments and by many managers.
- LeenTech can provide basic training and support on writing ad hoc queries as part of the monthly maintenance fee.

# Benefits

- ✓ Improved customer satisfaction.
- ✓ Speeds up claim turnaround time.
- ✓ Improved dealer relationships.
- ✓ Improved warranty processing productivity.
- ✓ Improved accuracy and transparency of claim process.
- ✓ Fewer invalid and poorly documented claims.
- ✓ Improved Fault Reporting so faults are rectified faster.
- ✓ Improved Supplier cost recovery using LeenFRACAS.
- ✓ Faster processing of Recalls and service bulletins using the LeenRecall module.
- ✓ Faster processing reduces dealers withholding payments, so reduce working capital.
- ✓ Minimal internal IT support required.
- ✓ Flexible reporting tools.

## Typical cost savings

- Faster rectification of faults 5% reduction in warranty payments
- Tighter cost control 1% saving by reduced over payment
- Reduced working capital, 1% of sales payments withheld due warranty disputes.
- Warranty staff savings, through higher productivity

### Soft benefits

Ease of management. Decline in intervention by senior management in claims processing ?  
Improved customer satisfaction claims were settled promptly and reliability issues actioned ?  
Repeat business sales growth averaged of over 20% per year over 8 years?

*These figures are illustrative based on conservative estimates of a real case study.*

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**Further details about the LeenWarranty can found on [www.warrantysystems.co.uk](http://www.warrantysystems.co.uk).**

